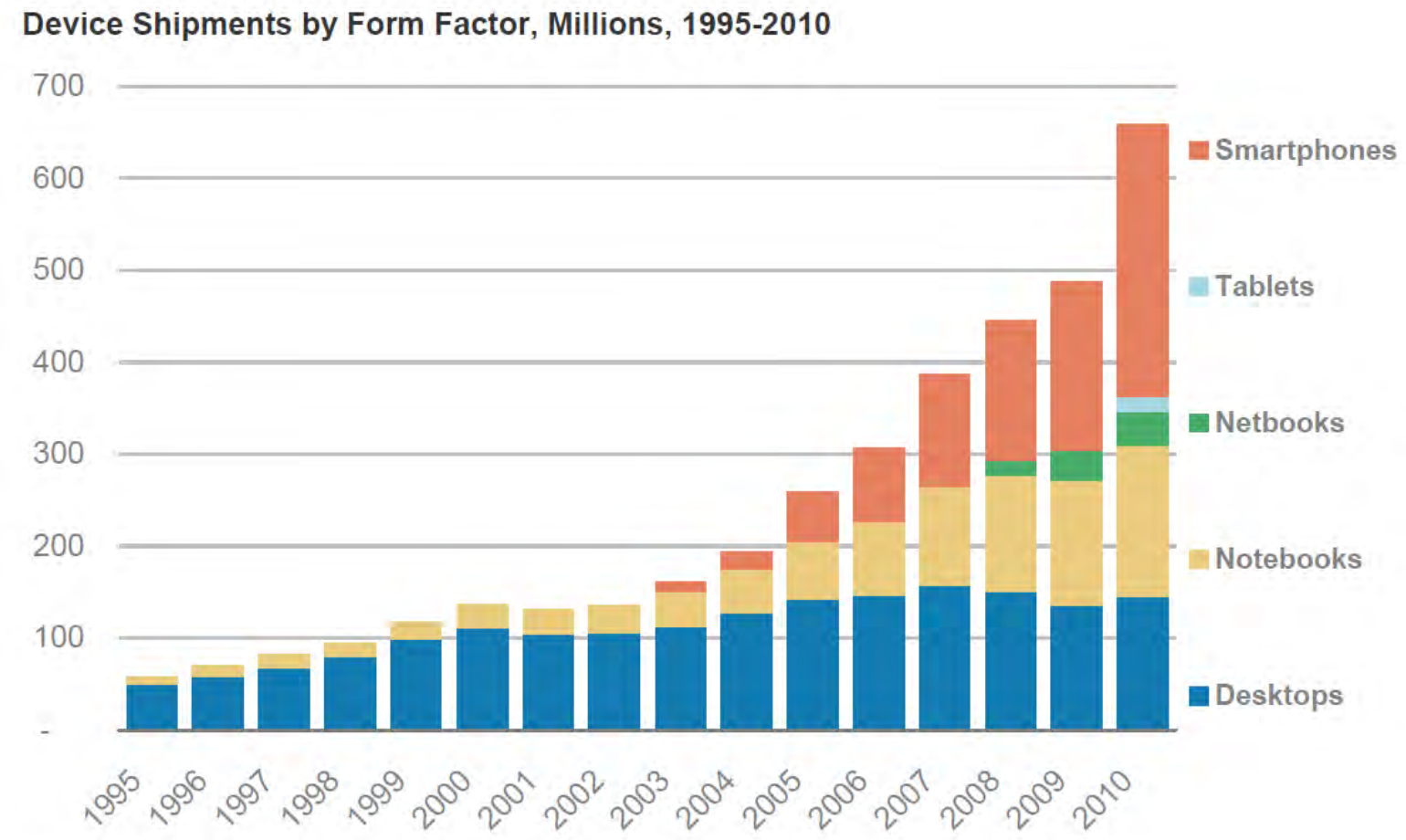
Mobile Collaboration

Driving enterprise benefit from the mobility, consumerization, BYOD and device management challenges you face!

Lawrence Byrd Director, Collaboration Solutions, Avaya

4 December 2012

Mobility is Here!



Source: IDC, Gartner, Morgan Stanley Research

Feb. 14, 2011, Tablet Demand and Disruption

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You Have a BYOD Challenge!

THE WALL STREET JOURNAL.

So You Want to Use Your iPhone for Work? Uh-oh.

How the smartest companies are letting employees use their personal gadgets to do their jobs

STATETECH

How North Dakota Implemented a BYOD Program For Public-Sector Workers

In my list of Top 10 annoyances, carrying two smartphones ranks as No. 1. Having both a personal phone and a work phone is common in state government. It wasn't so bad until the smartphone...

Wireless firms to disable stolen phones

Smartphone and cellphone thefts made up 30% to 40% of all robberies in 2011 in major U.S. cities, accounting for as many as 27,000 thefts, police say. More than 40% of all robberies in New York City involve pricey phones. And thefts are on the rise in Washington, D.C., too, where 1,611 of last year's 4,208 robberies (38%).....

USA TODAY

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Mobility is Driving Your IT Investments

Mobile projects will outnumber PC projects

Increase in dedicated video soft clients by 2016

Tablets by 2016

Increase in mobile enterprise investments through 2015

Of enterprise will be cloud based by 2015

Source: Gartner

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Back To Reality…

End user demands	Limited budget	Limited IT staff & skill set	Lack of tools & flexibility	Business demands

“We don’t have the expertise or money to make all these mobile and collaboration technologies work for us.”

“To complete our mission, we need to significantly accelerate our citizen, development, and delivery processes”

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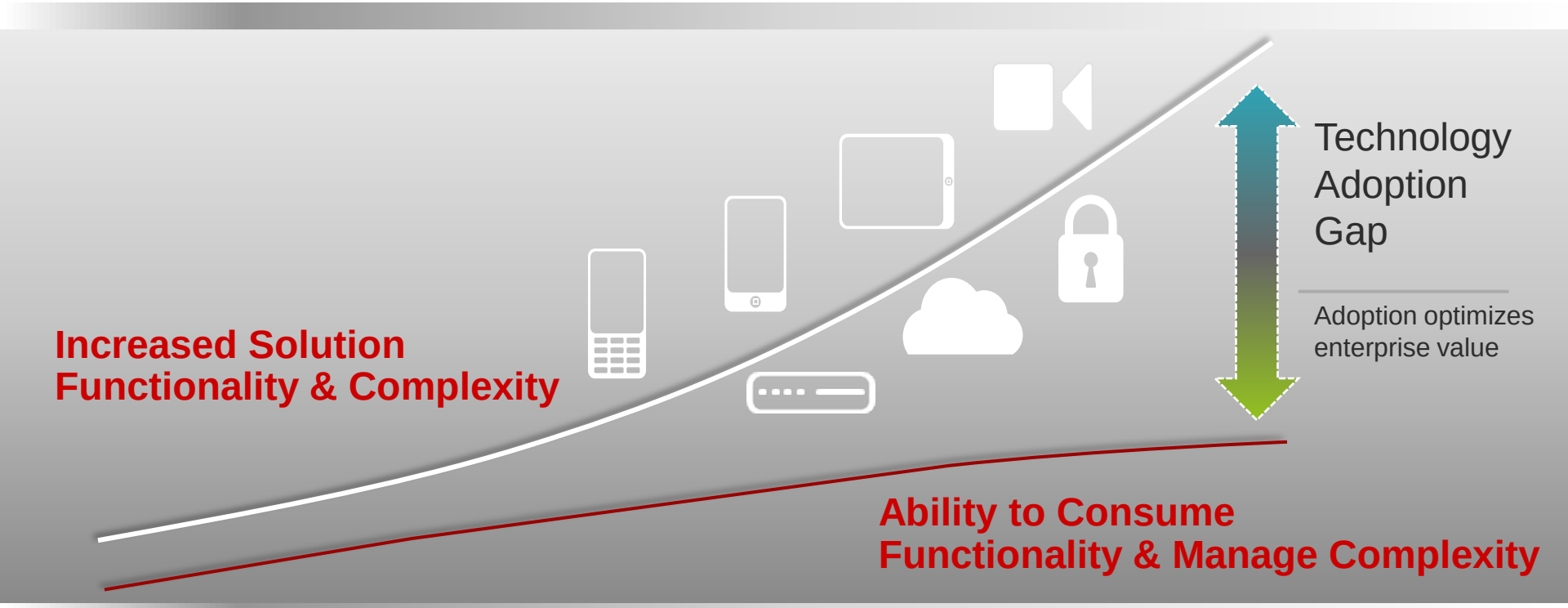
The Technology Adoption Gap



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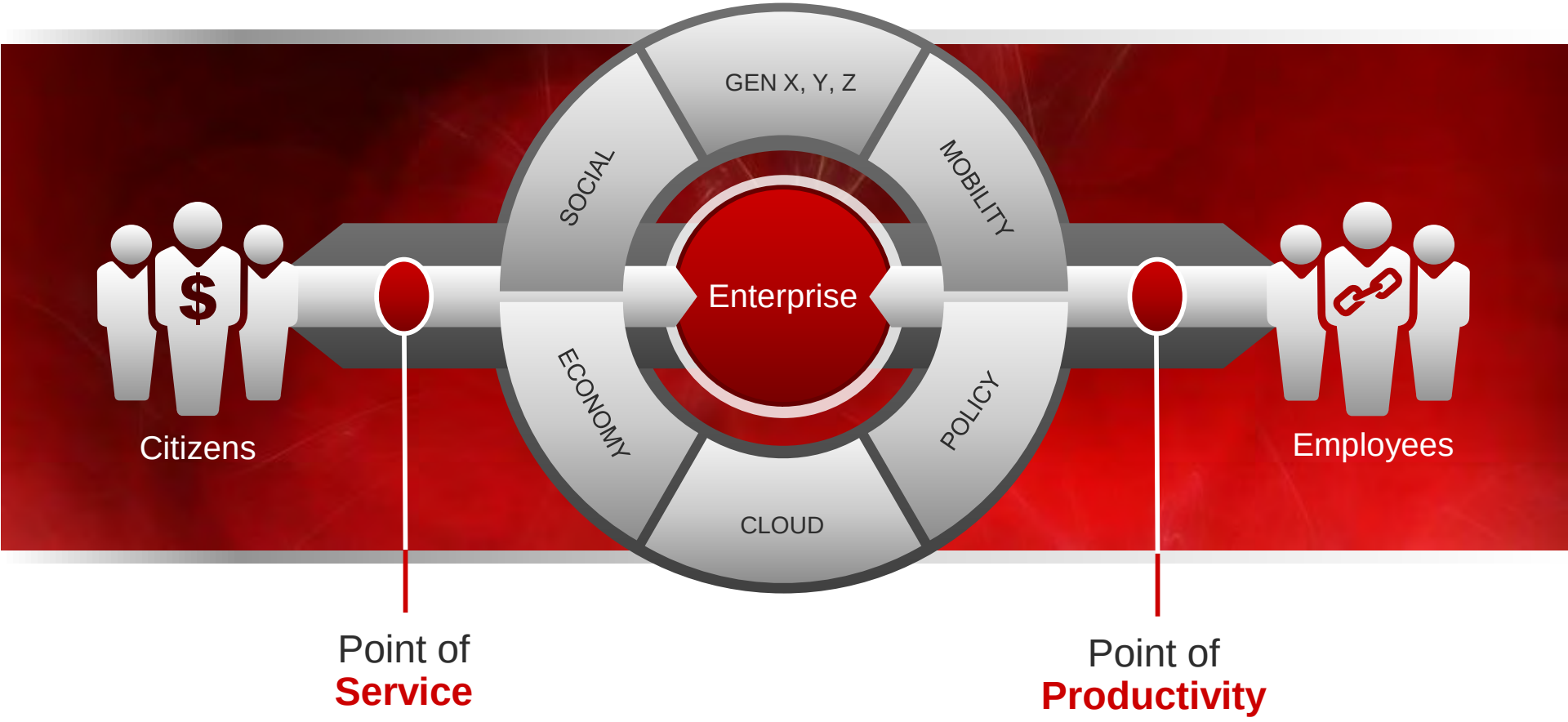
Accelerating the Speed of Operations



Point of **Service**

Point of **Productivity**

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A Day in the Life of Maureen, Citizen-Focused Key-Project Manager

8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 1:00 | 2:00 | 3:00 | 4:00

Maureen attends a dispersed **team video conference** from her home office

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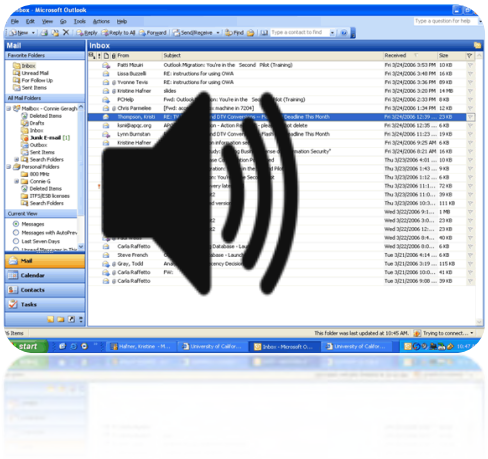
A Day in the Life of Maureen, Citizen-Focused Key-Project Manager

Maureen drives to visit a partner working with her team,
listens to voicemail and returns calls.
Has new **email read to her** in the car.



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A Day in the Life of Maureen, Citizen-Focused Key-Project Manager

8:00 9:00 **10:00** 11:00 12:00 1:00 2:00 3:00 4:00

The partner is confused about the project. While at their location she sees with **presence on her iPad** which of her specialists are available and **IM's** them for clarification. She **quickly initiates a collaboration session**, pulls up the project plan, **shares the document** and discusses the changes in real-time.

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A Day in the Life of Maureen, Citizen-Focused Key-Project Manager

8:00 | 9:00 | 10:00 | **11:00** | 12:00 | 1:00 | 2:00 | 3:00 | 4:00

Back at her desk, Maureen receives the updated project plans from her team. Opens **CRM records in Salesforce.com**, updates partner information and **clicks to call the partner** to let them know the updated plan is on its way.

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A Day in the Life of Maureen, Citizen-Focused Key-Project Manager

8:00 9:00 10:00 11:00 12:00 **1:00** 2:00 3:00 4:00

After lunch – she attends a **training session via video conference**. The engagement team can join the conference from anywhere using their device of choice to hear and support citizen issues and questions in real-time.

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A Day in the Life of Maureen, Citizen-Focused Key-Project Manager

8:00 9:00 10:00 11:00 12:00 1:00 2:00 3:00 **4:00**

Getting off her flight back from her Tacoma trip, Maureen sees with the call logs and enterprise messages on her smartphone showing who tried to reach her, she responds and continues to stay accessible

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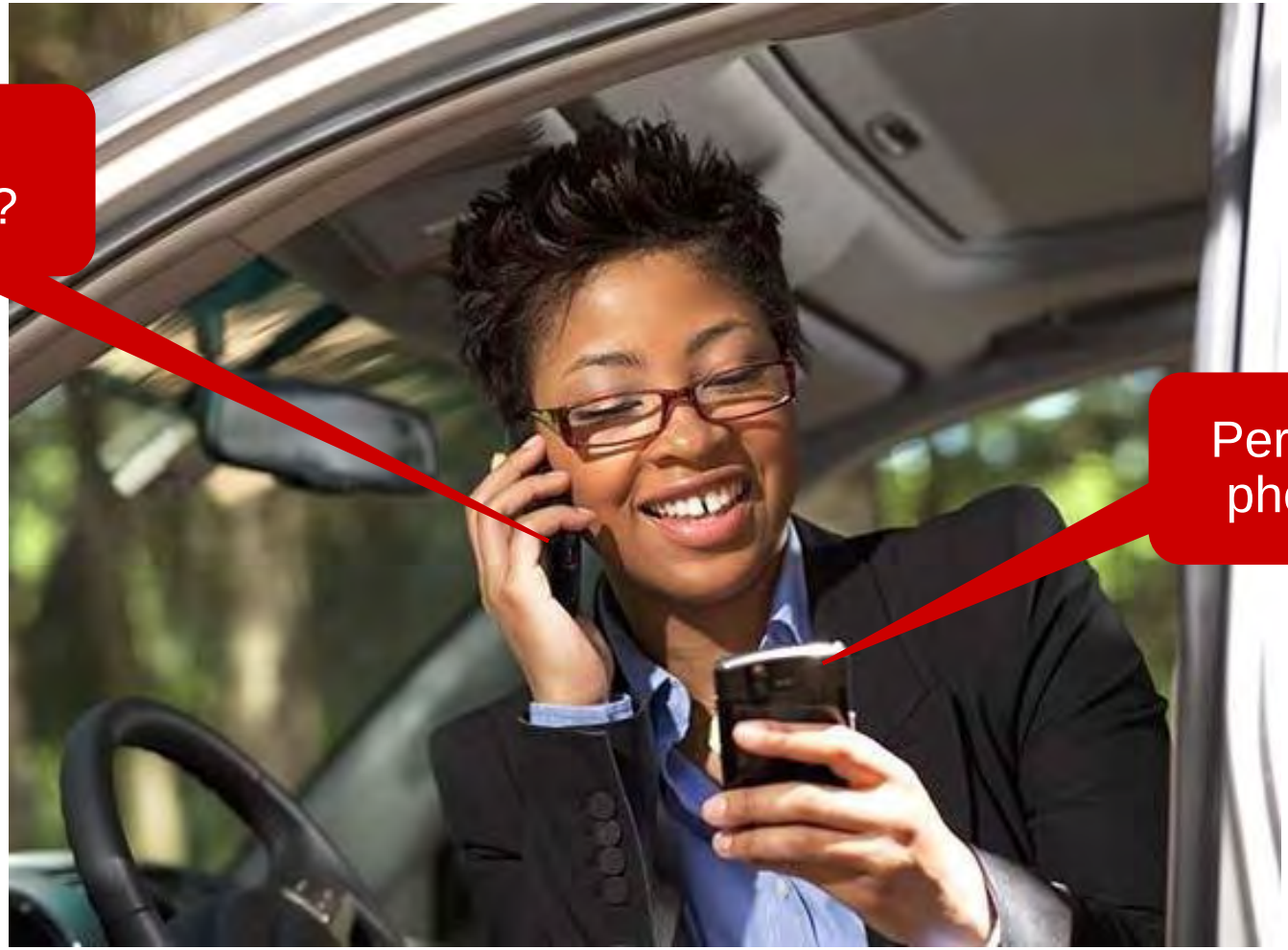
Who Owns the Device? How Many?



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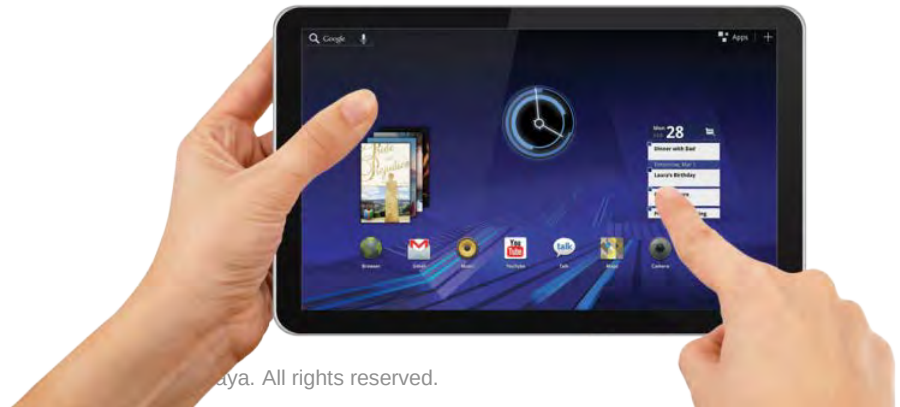
BYOD – Bring Your Own Device

means using privately owned wireless and/or portable electronic piece of equipment that includes laptops, netbooks, iPods, tablets, iPod Touches, cell and smart phones to support government work.



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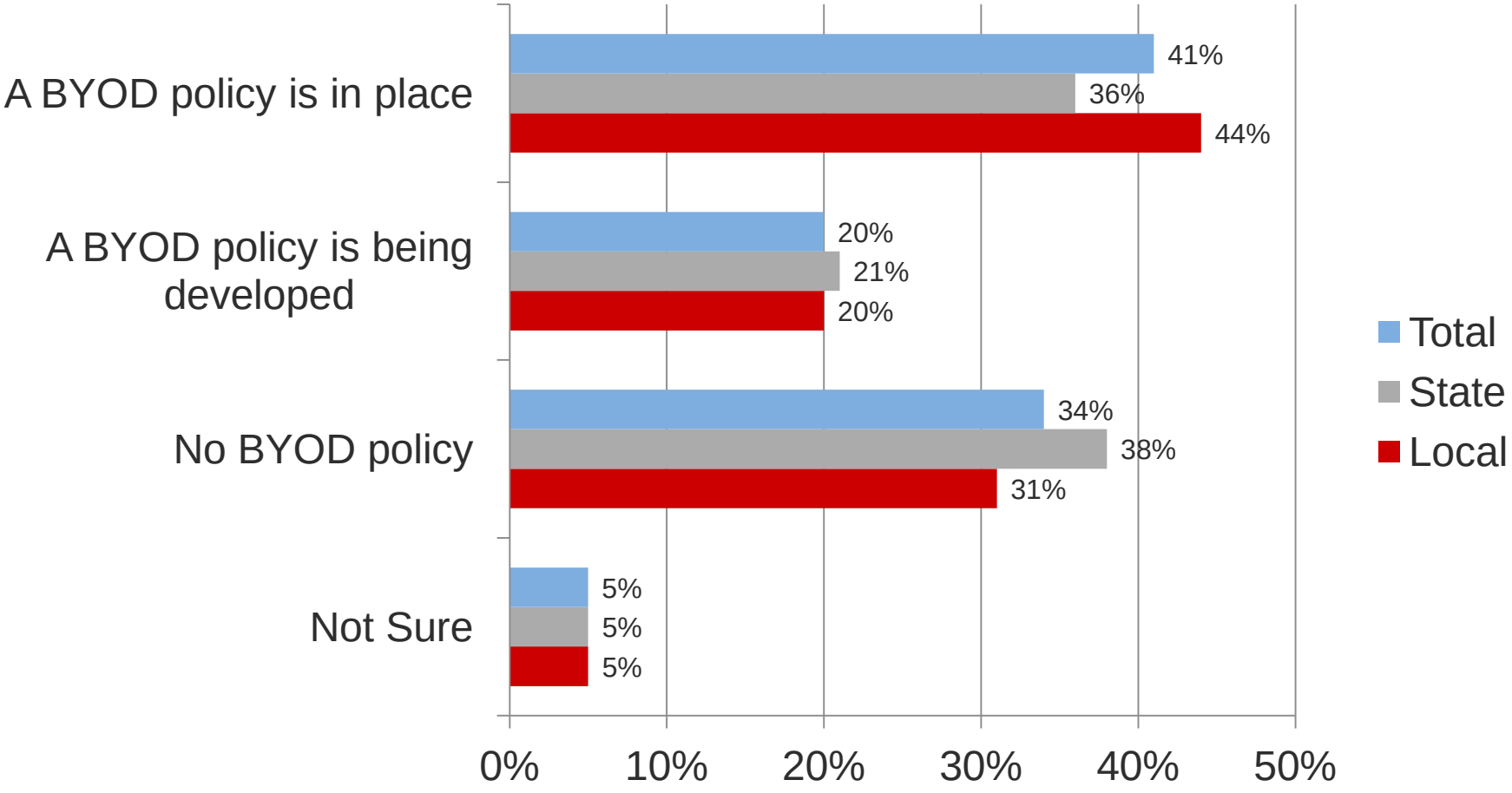
Does your department/agency have a policy that allows BYOD for work purposes?



Source: Government Technology Survey, http://www.govtech.com/policy-management/BYOD-Policies-Expand-State-Local-Agencies.html

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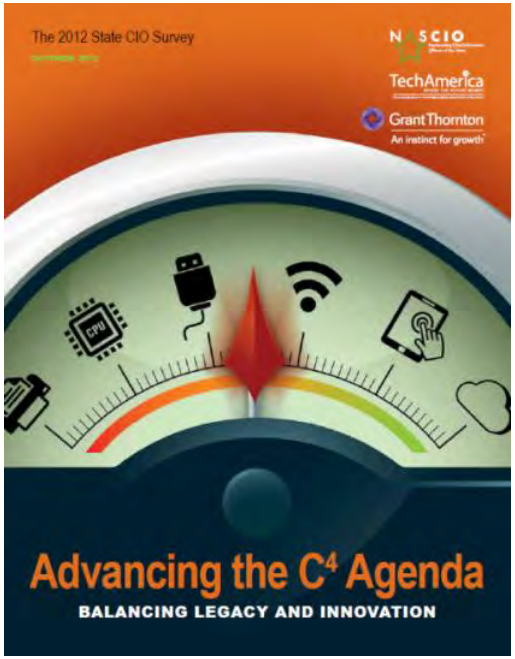
What is State General Policy toward BYOD?

	Percent Responding
State policy prohibits BYOD	6%
No formal policy	20%
Enterprise policy permitting BYOD covering all agencies	54%
Individual agency policies permit BYOD	18%
Don't know/does not apply	2%



Source: 2012 State CIO Survey, October 2012 [NASCIO, TechAmerica, GrantThornton]

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BYOD challenges for government

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Implications of Inadequate BYOD Planning

- By 2015, 80% of newly installed wireless networks will be obsolete because of a lack of proper planning (Note 1)
  - New context-rich applications requiring more bandwidth
  - iPad deployments could need 300% more Wi-Fi (Note 2)
- 70% of new enterprise users by 2013, will be wireless by default and wired by exception (Gartner)
  - Average three to five devices per user each requiring capacity and contributing to the density

Sources:
1) http://blogs.gartner.com/symposium-live-orlando/announcements/tuesday-session-recap-top-wireless-issues/
2) http://www.gartner.com/id=1829016

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Readiness Challenges to BYOD

Challenge	Problem
• Concentration of mobile devices from BYOD overwhelms networks	• Inability for devices to connect • Slow connections
• Disparate wired and wireless networks.	• Adds operational complexity and increases total cost of ownership.
• Government networks designed for best efforts	• Real-time voice and video collaboration applications restricted • E911 calling on Wireless VoIP?
• Manage and control network access	• Employees and their unique roles have different network access needs • Managing guest access
• Mobile device management is a concern	• Malware targeting devices, lost or stolen devices • What are permitted applications?

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Assessing Your Network's Readiness

- Bandwidth
- Coverage
- Performance
- Network access and control
- Security
- Devices and applications
- Training and support

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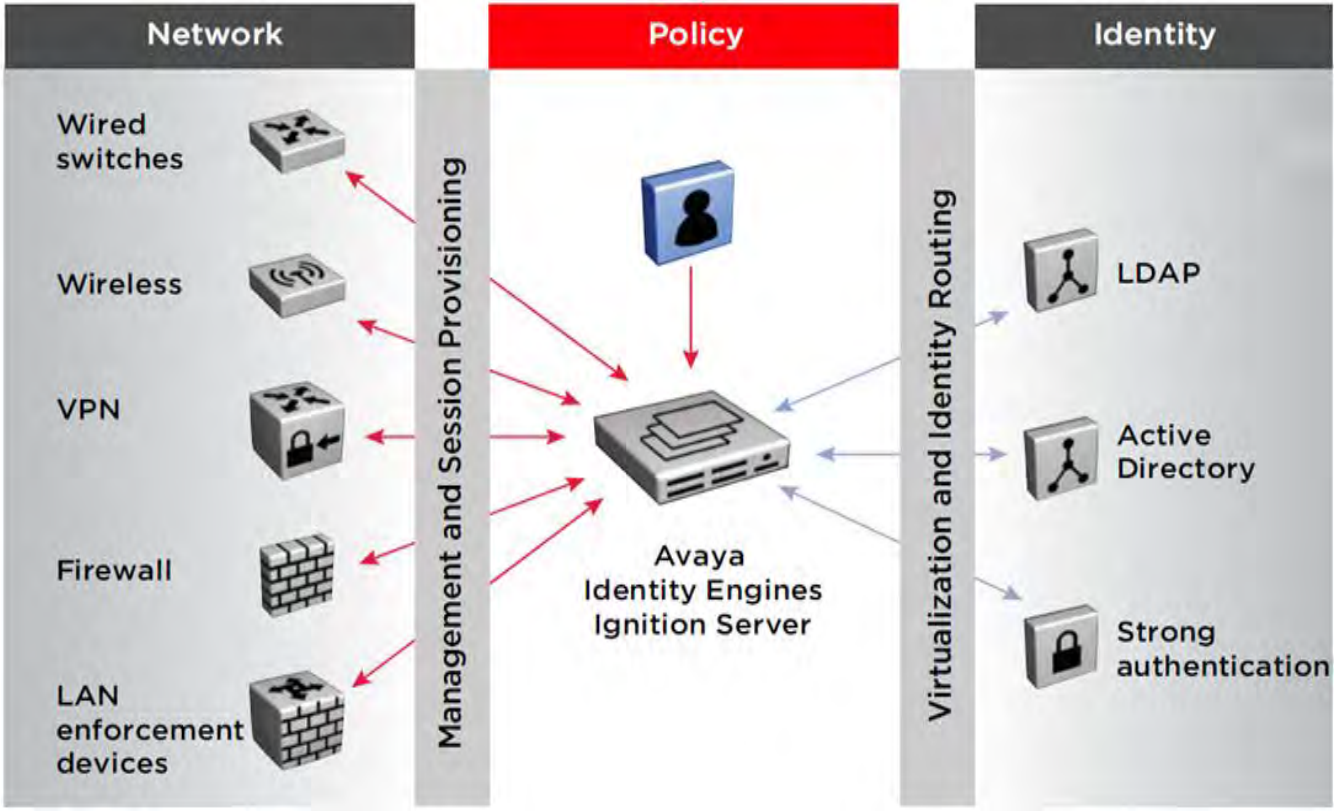
Identity Management and Authentication

Central policy decision making needed to enforce role-based network access control for government

- Unified across wired & wireless
- Fingerprint devices+users
- Any device
- Any network
- Easy guest management
- Granular policies
- Directory federation
- Incremental and affordable



www.avaya.com/usa/product/identity-engines-portfolio

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Access Policies

Case 1

Employee with gov. supplied laptop

IF
(identity = employee)

AND IF
(device = gov laptop)

AND IF
(medium = wired)

THEN
ALLOW & GRANT
FULL ACCESS

Case 2

Employee with personal iPad

(same gov. credentials)

IF
(identity = employee)

AND IF
(device = personal iPad)

AND IF
(medium = wireless)

THEN
ALLOW & GRANT
LIMITED ACCESS

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Access Control vs. Mobile Device Management

Key Requirements	Network Access Control	Mobile Device Management
Enables policies to determine who accesses the network, where, when, how and with what type of device	✓	-
Posture and health checking to prove identity and health of device	✓	-
Interrogates endpoints for security and compliance and grants appropriate levels of network access	✓	-
Create guest user accounts for access to specific network resources for a designated time period	✓	-
Powerful reporting applications that enable in-depth analysis of network activity including ingress and usage	✓	-
Push password and security policies to mobile devices	-	✓
Push out configurations settings to mobile devices	-	✓
Provides a mobile device application storefront for recommended or required corporate applications	-	✓
All private information can be wiped from mobile device if lost or stolen	-	✓

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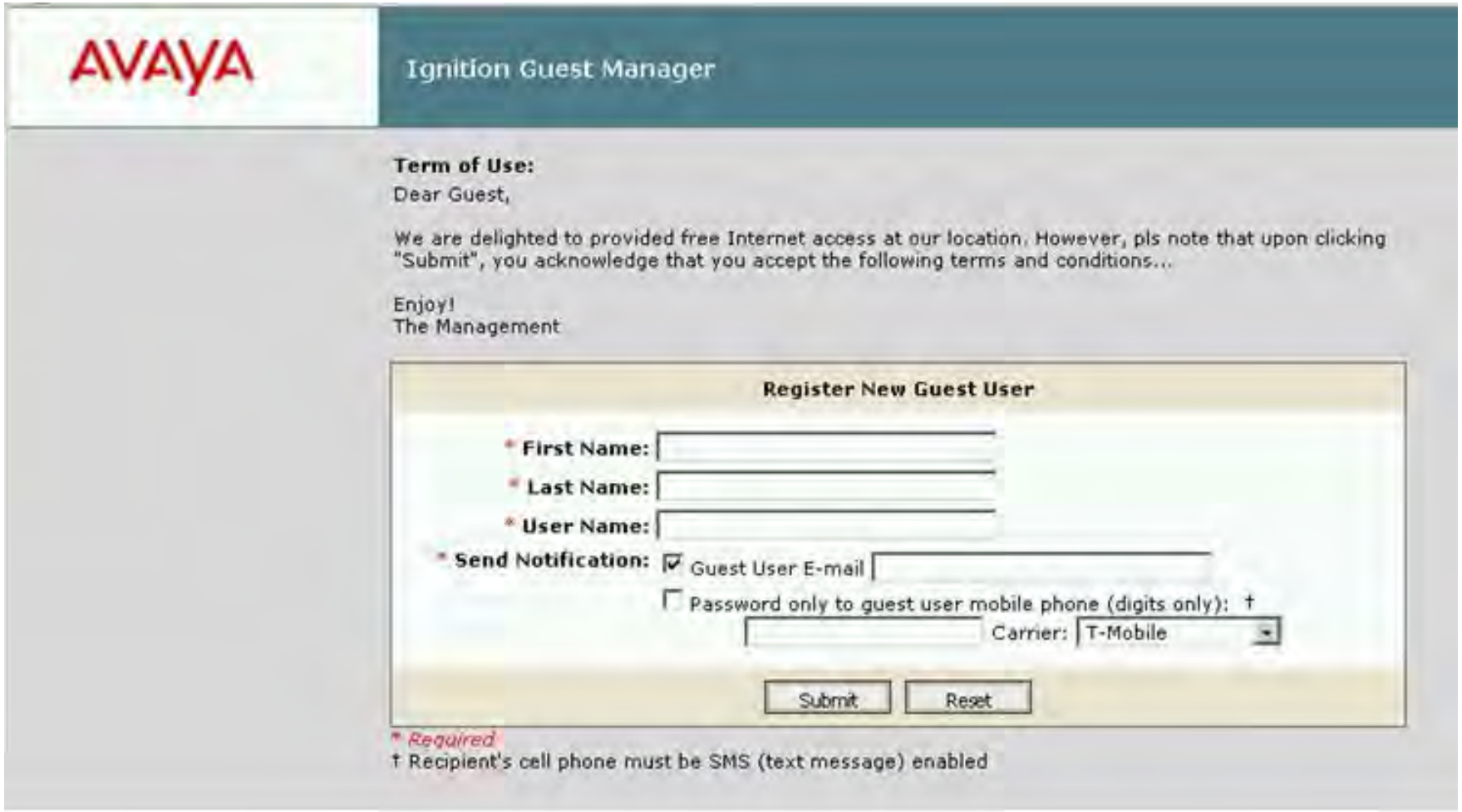
Guest Access



Simple enough for the front/security desk to manage!

Standardize access policies, time-of-day, restricted locations

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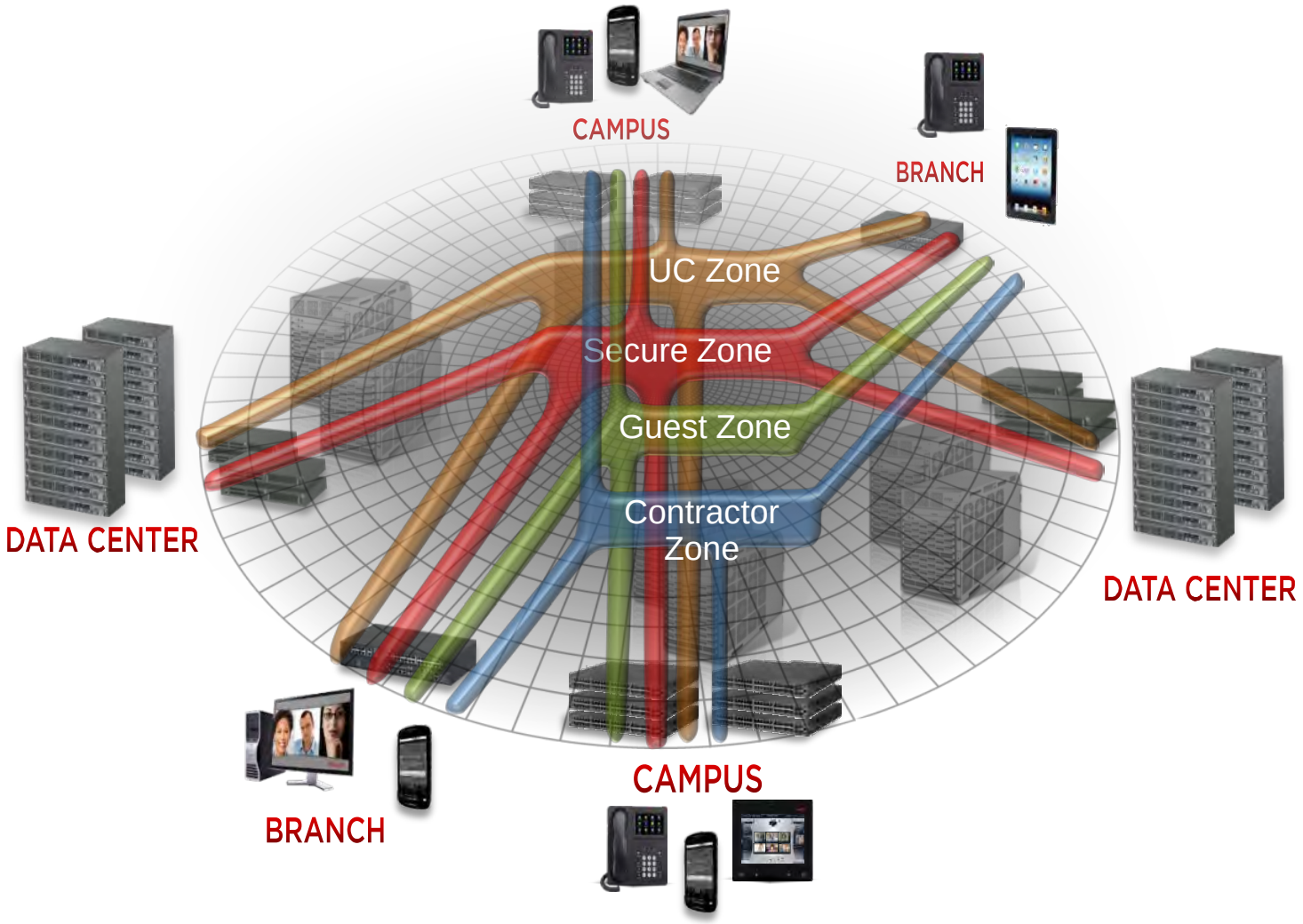
Network Fabric and Controlled Access

Zero-configuration cross-organization security zones



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Mobility and the Citizen (3-1-1 +)

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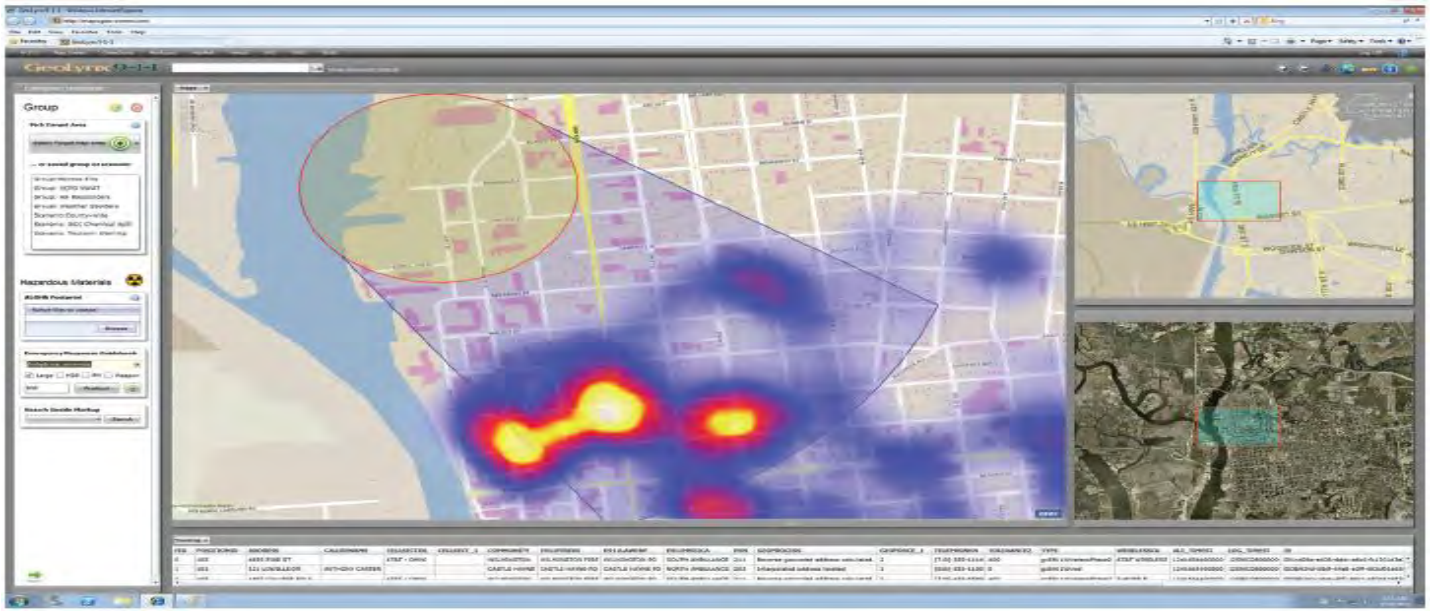
Mobility, Social Media and Crisis Management



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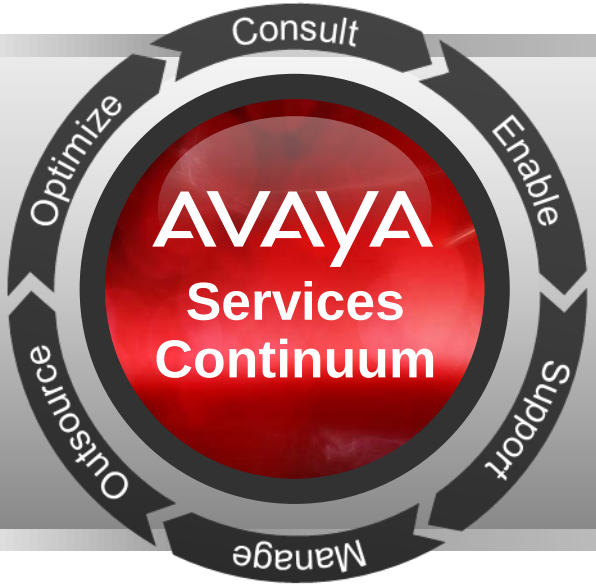
Closing the Technology Gap



Enabling clients to achieve the true benefits of technology by removing complexity, improving performance and accelerating ROI

- *Dedication to clients needs*
- *Innovative services & tools*
- *Ground-breaking service delivery*

Professional Services	Global Support Services	Managed Services
Accelerating business performance and delivering an improved customer experience	*Strategic support for optimal performance*	*Total accountability for managing multi-vendor communications solutions*

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