B10: Case study: building the business case for smartphones, iPads, Windows and Android tablets

Speakers:

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Case Study for iPads

Tina Barnard
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Setting The Scene

- Pilot – eShare for Board and Committee Members plus Senior Management Team
- iPads – 2\textsuperscript{nd} Generation (Option to use own iPad)
- Other software used – Microsoft Office, Email and Calendars, Citrix
- All Board, Committee and Management Meetings covered
Key Drivers for Pilot

- Improved Decision Making
- Cost Efficiencies
- Paperless Office
- Effective IT equipment for Non-Executives
Key Driver: Improved Decision Making

- Reports for meetings now produced in timely manner – available for review as soon as published
- All attendees have reports – no tabled papers
- Previous reports/minutes available
- Assists induction – eg Trust and NHF publications readily available
Key Driver: Cost Efficiencies

- Significant reduction in printing costs (coupled with “follow-me” technology) = £13k pa
- Reduction in courier costs = £3k pa
- Reduction in Admin support = £3k pa
- Reduction in IT hardware provided for some non-executives
Key Driver: Paperless Office

- Reduced storage space
- Reduced shredding costs
- Improved version control
- Comments on reports retained
Key Driver:
IT for NEDs

- Cost effective solution
- All NEDs have access to same systems
- Seen as “benefit” by NEDs
- Timely papers
Other Benefits

- Feedback helps develop software
- Relatively easy admin
- New people up and running quickly
- All meetings now using same software
Disadvantages

- App-related
- Technology-related
- People-related
Disadvantages: App-related

- Regular updates
- IOS7
- Some “improvements” in software do not improve app
- Reports have to be saved inumber of places
Disadvantages: Technology-related

- Information Management Risk (better than hard copy)
- Mobile policy creation and compliance
- Ownership of device – who is responsible for upkeep, repair, data charges etc?
- IT support overhead
- BUT: I ❤ iPads
Disadvantages: People related

- Still print out reports
- Number of devices
- IT skills
Controls in Place: Board Packs

- Fully encrypted data transfer
- Enforced passcode policy on devices
- ‘Wipe’ facility to delete contents following incorrect password attempts
- Only used on Apple devices - lower risk than Android
- Training of staff to understand the software and risks
Next Phase

- Look to increase software – Orchard

- Roll out to other staff
The Mobility Strategy a Key Component of the Business Case

Phil Copperwheat – November 2013
Head of Systems
Clear Benefits For Mobile Technology

- Time savings and reduction in administration
- Increased accuracy and security of data
- Improved employee engagement and satisfaction
- Improved customer services
- Faster response and completion of repairs – Real time data
The Need For a Mobility Strategy

Mobile technologies without a firm joined up mobility strategy is a waste, costs will be incurred benefits will not be fully delivered!
Viridian Mobile Technology Landscape

Tablets

Laptops Ultrabooks
Tablet PC’s

Smartphones / BYOD

Customer Applications – B2C

Technician Devices (Legacy Windows 6.5)
Mobile Strategy Frameworks

**Novices**
- Purchase mobile devices & apps

**Experimenters**
- Mobilise existing applications
- Silo-based mobile strategy
- Focus on the application
- User interfaces are developed on top of existing business logic
- Corporate data is integrated in mobile applications
- Data is captured at point/moment of transaction
- High internal mobile expertise

**Models**
- Mobility-centric innovation
- Mobile strategy as part of corporate strategy
- Appropriate governance structures are in place to foster organisational wide collaboration.
- High level of control, value of the mobile initiatives is tracked
- Development of new business logic.
- Mobility is used to fundamentally change business processes.

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6 Key Components to Consider For Strategy & Implementation

1. Effective Enabling Infrastructure
2. Secure devices and data (MDM)
3. Embrace BYOD - but be pragmatic
4. Manage Device Proliferation
5. IT Support
6. Application & Integration Strategy Alignment
Effective Enabling Infrastructure

Viridian BYOD Strategy

- **Network Access Management**: Aruba ClearPass
- **Application Management**: Good Dynamics
- **Device Management**: Good for Enterprise
- **Visitor Management**: Aruba ClearPass
- **Guest Captive Portal**: Persistent / Dissolvable Agents
- **Device Health**: Aruba ClearPass
Secure Devices & Data - MDM

- Mobile Device Management Solution (MDM)
  - Policy verification
  - Enrolment
  - Application distribution
  - E-Mail Collaboration
  - Remote wipe and encryption
  - Access File Shares / SharePoint securely
  - Container environment to protect against data bleed
  - Separate user data from corporate data
Embrace Bring Your Own Device

- Clear Governance – Define policies and involve HR team
- Support for various models
  - Bring Your Own Device + Contract SIM
  - Bring Your Own Device + User Viridian SIM
- Take up predominately with more senior leaders and managers circa 10% to 15% of total estate
- No allowances provided for hardware
- No significant cost savings, more a focused to increase colleague engagement

Barriers
- Still a lack of consistency in monthly allowances (Cost of expense transactions)
- Unified Communications – Lack of a fully implemented strategy inhibits adoption wider due to inability to fully route telephony calls & hide mobile numbers
Device Proliferation Bolt On Model

**Core IT Service**
- Citrix (Access Via Any Office Thin Client)
- File Services
- Print Services
- SharePoint
- E-Mail / Lync
- Intranet
- Internet Browsing

**Feature Phone**
(aka basic low cost mobile)

**Smartphone**
(e-mail and application support)

**Home Working**
(Personal / Home PC)

**Mobile Content Reviewer**
(Tablet e.g. iPad)

**Mobile Content Creator**
(Encrypted Ultrabook / Laptop / Tablet PC)

**Mobile Basic Citrix User**
(Thin Client Laptop)
Role Based Models

**Role Based Template Example 1**

- Core IT Service
- Feature Phone
- Mobile Content Reviewer
- Home Working

**Role Based Template Example 2**

- Core IT Service
- Smartphone
- Mobile Content Creator
- Home Working
I.T Support

• Embracing mobility has increased the overhead on the 1\textsuperscript{st} and 2\textsuperscript{nd} line support primarily given our Citrix heritage

• Consider deploying the concept of IT Clinics (genius bar solutions)

• Focus induction and training of new hardware & solutions
Application & Integration Strategy

MADP
Mobile App Dev Platform

Cloud  Mobile  Social  Big Data

Integration Backbone

Your IT Environment - IP, Logic, Data

Partners

Oracle Fusion Applications
IBM Integration Bus Windows 9
Microsoft BizTalk Server
Viridian

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Any Questions