



**ZEBRA**



# **WHERE WILL THE WORKFORCE MOBILITY REVOLUTION TAKE YOU?**

**DISCOVER THE OPPORTUNITIES, SEE WHY IT PAYS TO ACT NOW, AND LEARN  
HOW SOME KEY DECISIONS COULD MAKE ALL THE DIFFERENCE**

## EVERYTHING HAS CHANGED

The Workforce Mobility Revolution is already upon us. For organizations that fail to act, it will simply pass them by. For the pioneers, however, it is a welcome opportunity to take advantage of a transformation in mobile enterprise technology. They can see how the next generation of workforce mobility solutions will help them get more done, more quickly, for less money.

**The driving force behind this revolution is the convergence of a number of key technology changes:**

- Modern rugged handheld devices have become just as intuitive as consumer-grade devices. Incredibly advanced functionality within user-friendly hardware and software is removing inefficient workflows and boosting productivity.
- A broader choice of mobile operating systems (OS) is emerging, as consumer-focused industry giants such as Android mature into genuine enterprise-ready platforms.
- Perhaps the biggest change is the end of support for the existing Windows mobile OS – relied upon for about \$5 billion of enterprise application investments worldwide. Organizations running Windows-based rugged devices today will need to find an alternative OS – and upgrade to new devices – before Microsoft support ends in 2020.

**BUT WHY WAIT  
UNTIL 2020? IF  
YOU ACT NOW,  
THE WORKFORCE  
MOBILITY  
REVOLUTION  
CAN OFFER HUGE  
ADVANTAGES.**



## DISCOVER YOUR OPPORTUNITY

For those who embrace the workforce mobility revolution as a way to succeed, the dividends will be high. Seismic changes will open up new markets and drive economic growth across operations in industries as diverse as manufacturing, retail, transport/logistics, and healthcare. Organizations that are agile and innovative will have the technological means to provide improved value across the board in speed, quality, and pricing.

### WHAT DOES THE WORKFORCE MOBILITY REVOLUTION ACTUALLY LOOK LIKE?



It's the leap in warehouse productivity from halving the time it takes to pick an order. It's the improved healthcare outcomes from nurses working side-by-side with patients to help them visualize their treatment and prognosis. It's the boost in customer confidence from delivery drivers getting to every stop on time. And it's the peace of mind of a store manager who knows that every shelf is fully stocked – and correctly priced.

As one of the forerunners in the Workforce Mobility Revolution, you can expect to gain in:

- **Productivity** – from the use of advanced operating systems, devices and purpose built software applications that speed up workflows.
- **Efficiency** – via processes that eliminate waste or complexity.
- **Accuracy** – with advanced data collection capabilities that reduce the soft and hard costs associated with errors.

To harness the full potential of a mobile workforce, you will need advanced mobile operating systems, devices, and applications. Modernization offers a chance to push the boundaries of your organization. You can redefine how things are done and implement faster, smarter processes that propel your organization forward. This will set in motion your ability to gain complete visibility of your operations. With enterprise mobile devices providing more data – including those from bar- codes, RFID, GPS, and sensors – you will know more and be able to act on more in real-time.

In turn, you can also leverage the benefits of technology mega-trends like the Cloud and the Internet of Things. This rapid increase in visibility will be felt across your organization, allowing you to make smarter decisions and improve value to your customers faster than your competitors. These opportunities are clearly there for the taking for companies willing to assess their business needs and act fast.

## ASSESS YOUR BUSINESS

It pays to understand where you are now and where you want to be. Whether you want more productivity, compliance, or accuracy, now is the time to assess your business. That way, you can plan and execute your mobile enterprise migration with care and precision, rather than waiting until the last minute.

**By painting a complete picture of mobile use in your enterprise you can answer some of the questions that will be key to the long-term success of your mobile strategy:**

- What device features are the most important to my operation?
- Which operating system can give me the functionality and flexibility I need?
- What resources will I need to support these upgrades?

Armed with this information, you can be sure the mobility choices you make will continue to meet your enterprise requirements, while delivering lower Total Cost of Ownership (TCO) and much greater ROI.

---

## CHOOSE THE RIGHT OPTIONS

An effective workforce mobility strategy – one that will meet your needs today and tomorrow – is built around three core elements:

1	<b>Your operating system</b> – choosing between competing OS options or adopting a multi-platform approach based on business needs.
2	<b>Your mobile devices</b> – finding devices that can meet all the demands of the environments your people work in and the tasks they need to accomplish.
3	<b>Your applications</b> – identifying the migration path and how to improve the user experience to increase productivity.

Before making your choices and committing any capital investment to your new mobile strategy, it pays to understand the different operating systems, types of devices, and app migration approaches.

## SELECTING THE RIGHT OPERATING SYSTEM (OS)

For over a decade, enterprises have relied on Windows Embedded operating systems to run their mobile computing devices. But all that is about to change. By the time Windows Embedded 6.5 reaches the end of support in 2020, 77% of enterprise devices shipping today will no longer be supported.

Upgrading to a modern operating system is not only imperative, it also offers a wide range of additional advantages. A new OS can bring increased performance, better interoperability with existing business systems and an enhanced user experience. By choosing the right mobile OS strategy, it is possible for forward-thinking enterprises to get real business value from a change in OS. Yet some OSs are better suited to the enterprise than others.

### FOUR OS OPTIONS – BUT WHICH IS RIGHT FOR YOU?

Each OS has its own advantages and disadvantages and it is possible that a multi-platform approach could work well. The critical factor is determining what security, interoperability, and user experience requirements you will need to fulfill.

#### LEGACY WINDOWS

Sticking with what you have can often seem like the safest option, but it is also the easiest way to get left behind by the rest of the market. Plus, end of support means no more security patches, which can open you up to risk.

#### iOS

You will benefit from a familiar interface and smooth user experience, plus an undeniable ‘cool’ factor. But in Apple’s closed system you have limited hardware choices, no visibility of OS upgrades, and no guarantee your applications will work in the next OS update.

#### WINDOWS 8/10

Your developers know Windows. Your employees know Windows. And many of your back-office systems run on Windows platforms. But your legacy Windows applications will still need to be rewritten for the new OS and users will have to learn the new interface.

#### ANDROID

Android has now grown into a serious enterprise OS, especially when you leverage Zebra’s Mobility Extensions (MX) to provide more control. It offers the flexibility of an open source platform and the ability to control OS upgrades.

## FINDING THE RIGHT DEVICES

If you are about to make a significant investment in new hardware, it is worth checking which devices will give you the lowest Total Cost of Ownership (TCO). While consumer-grade devices can seem cheaper in up-front costs, over their (often limited) lifetime they can cost much more. Device downtime, expensive additional accessories, extra training for unintuitive functionality, and other factors all contribute to higher TCO.

The latest generation of purpose-built enterprise devices offers huge leaps in performance over older hardware. They use much faster processors and make the most of the capabilities of modern operating systems. They are also equipped with intuitive user interfaces that offer all-touch data entry instead of traditional keypads.

**+51%**

Zebra research shows  
consumer-grade devices  
have a much higher TCO  
than enterprise-grade  
devices

When it comes to your users, workplace, and business apps, there are key considerations to take into account before making a selection:

## ENVIRONMENT

Will your devices be durable enough to deal with common accidents, drops/spills/extreme temperatures or the need to use gloves?



## DATA CAPTURE

Do your devices need to allow for fast, accurate information entry and will they be performing scan-intensive jobs and capturing signatures or card details?



## POWER

Will your devices be in continuous use all day, or even over several shifts, without access to charging stations?



## EASE OF USE

Will employees find your devices simple to use, are they familiar with the OS, and do they prefer touchscreen or hard key input?



## CONNECTIVITY

Can your devices maintain robust WAN/WLAN connections and seamless roaming to provide data access for employees on the move and will you need only voice, only data, or a combination of both?



## MANAGEABILITY

Will your devices lighten the management burden or add to it and will you be able to centrally manage hardware, software upgrades, and resolve issues?



## SUPPORT AND REPAIR

How likely is it that devices will fail, how quickly will you need replacements, and does your support plan cover everything you will need in a cost-effective way?



## TOTAL COST OF OWNERSHIP

How much will your devices really cost over their entire lifecycle, factoring in everything from worker downtime and accelerated replacements to accessories and support?



## MODERNIZING YOUR APPS

Modernizing your existing mobile applications or porting them to a new OS is not just about creating a new version. It is a chance to deliver real business improvements through enhanced functionality that supports more efficient workflows. Instead of starting from the point of view of the application, it is useful to start instead with your goals. Asking “What could we achieve if...?” will provide you with answers that you can use as a foundation for your application strategy.

**To see the benefits across your organization there are two key areas to consider:**

### 1. YOUR USER EXPERIENCE

In a 2015 VDC Research survey, nearly half of the respondents said the user experience and user interface were the most important aspects of their enterprise mobile applications<sup>1</sup>.

If you give employees applications that are easy to use, you will see a measurable boost in productivity. When people feel that technology enables them rather than encumbers them, morale goes up and so does productivity.

For example, many manufacturing employees are paid for performance. So if the applications they are using help them to work better, they’ll feel the benefit financially.

<sup>1</sup> Migrating Legacy Enterprise Mobile Applications, VDC Research, 2015

### 2. YOUR MIGRATION TIME AND COSTS

It is often thought that moving applications to a new OS is a long and expensive process. But with the right migration technologies, you can ensure maximum code reuse and get your legacy applications running quickly on modern operating systems. With the right technology support you get like-for-like functionality on the new hardware to keep your organization running. You can then start to introduce innovations over time, taking advantage of new hardware capabilities and improving workflows.

If you plan your migration properly, you can provide a better user experience and benefit from futureproof applications without the time, cost and risk associated with typical modernization programs.



WHERE WILL THE WORKFORCE MOBILITY  
REVOLUTION TAKE YOU?



## SEE HOW OPPORTUNITIES FALL INTO PLACE WITH ZEBRA.

Our expert tools will help you discover your opportunities and assess your business. Our practical advice will ensure you select the right OS and devices and help you migrate your applications. And our expert insights into the latest trends will show you where technology is heading so you can make the most of enterprise mobility.

Contact an Account Manager for more information.



SET OPPORTUNITIES IN MOTION WITH THE WORKFORCE MOBILITY REVOLUTION

1.800.800.0014  
[www.connection.com/zebra](http://www.connection.com/zebra)

