

SIX STEPS FOR SUCCESSFUL BUSINESS TABLET DEPLOYMENT

The latest tablet research from technology analyst VDC Research is essential reading for any business deploying tablets to its mobile workforce.



Mobile workforces using tablets see an average increase in productivity of 40% and average customer satisfaction and loyalty improvements of 30%, according to the latest research from technology analyst group VDC Research. But the findings also came with a health warning for IT Managers as choosing the wrong device could lead to rocketing management time and costs.

Researchers found every tablet failure costs workers an average of 128 minutes in downtime and that every 1% increase in device failure equated to a 5% increase in Total Cost of Ownership for the business. This means businesses using consumer tablets spend an average of 90% of their TCO on support costs, whereas enterprise/ruggedised tablet business users are spending an average of just 62% of the TCO on support.

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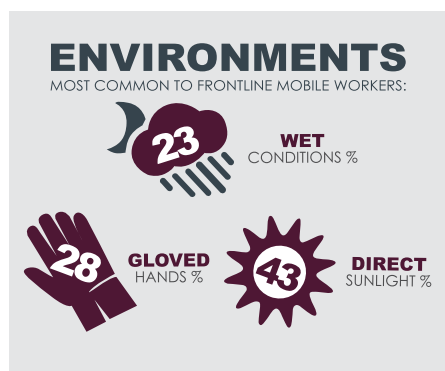
TOUGHPAD

The research, commissioned by Panasonic and carried out by VDC Research, surveyed 186 enterprise mobile IT decision makers and application developers and identified six key considerations for those deploying tablets to mobile workforces:



Let the application and environment drive tablet selection.

Understanding the conditions within which tablets are used is imperative to select the best fitting solution. Issues are far reaching as exposure to sunlight, water, vibration and dust can directly influence the success of the solution.



Don't make tablet accessories an after-thought.

Many enterprise tablet solutions are supported by third party accessories such as payment sleds, bar code scanners and others. These add-on devices can represent substantial upfront investments and often can be a key source of failure. Not properly anticipating accessory lifecycles and replacement/upgrade can adversely impact the success and ROI of a solution.

Prepare for the 'hidden costs'.

Understanding what the support requirements will be for tablets – from helpdesk calls to replacement and upgrades of mobile devices – is critical. Establish and track key support metrics. Poorly designed tablet solutions can result in a post deployment cost – including support and downtime – in excess of 80% of total solution TCO. The cost of supporting and managing a device post deployment is just as, if not more important than the upfront device investment.

Focus on sustainable tablet application development.

Lifecycle management for not only the mobile device, but also the application and any associated peripherals needs to be part of a broader mobile strategy. For more sophisticated enterprise mobility applications, the need for stability and reliability is critical.

Plan for more training than you expect.

Especially when migrating from alternative mobile solutions or more manual processes, the change(s) experienced using a tablet can be significant for employees.

Tablet battery management is a key requirement.

According to VDC's research, approximately 60% of enterprises supporting tablets indicated their batteries were not lasting the entire shift "Frequently" or "Occasionally". Better management of batteries, including the ability to replace them in the field, as well as services available to enterprises to better manage and monitor battery performance are all valuable features.