

Four things you can't ignore about mobility

AVAYA

Discover the four biggest challenges created by the rise of the mobile workforce – and how your organization can achieve a unified solution.

1

Employees don't have enterprise-grade telephony capabilities when they're away from their desks



Missed customer calls negatively impact revenue and customer service

69%

of people who call a business will hang up rather than leave a message¹

21%

of an employee's work week is spent away from their primary work location
25% for middle managers and
37% for executives¹

2

Employees lack rich video communication



Limits effectiveness of meetings with colleagues and rapport with customers

Prohibits collaboration in real-time

94% of respondents say video collaboration improves efficiency and productivity³



MORE THAN 75%

of all business leaders believe person-to-person communication is critical to business success²

3

Enterprise phone charges are too high € \$ £

40%

identify cellular phones as a primary device used for business communications⁴

International calls quickly use up cellular voice minutes

Not using VoIP over wi-fi

Moving calls over the network and leveraging wi-fi can save - \$1.9 million per year⁵

4

Employees conduct non-secure business communications



Remote network connections can expose companies and customers to vulnerabilities

Businesses are susceptible to hacker attacks, call hijacking, eavesdropping, toll fraud and more

The Communications Fraud Control Association estimated annual telecom fraud losses worldwide to be in the range of \$35-40 billion⁷

Gartner Group predicts

80%

of key business processes will involve the exchange of real-time information involving mobile workers⁶

A Business Case for Mobile Solutions

See how much Avaya's Mobility Solutions could SAVE your organization – Download our white paper now.

[Read the whitepaper >](#)



AVAYA

1 Web Wise Business, BT Research

2 Pearn Kandola, The Psychology of Effective Communications

3 Wainhouse Research 2013

4 Boost the Bottom Line with Mobile UC, Frost and Sullivan

5 Avaya on Avaya Study 2013

6 Best Practices for Securing Remote and Mobile Devices

7 Enterprise Telecom Security Threats