Honeywell Enterprise Mobility

Boosting the Productivity of Frontline Mobile Workers with Modern Mobile Managed Services – January 2025

David Krebs
Executive Vice President

Rowan Litter
Sr. Analyst

Growing Complexity and Diversity of Mobile Solutions Straining Existing Enterprise IT Support Infrastructure

Current Landscape

A frontline worker is someone within an organization that performs essential functions, such as customer-facing activities, delivery to customers, manufacturing, or warehousing.. Today's frontline workers exceed 1.8 billion workers, representing 61% of the total workforce.

To maximize productivity, enhance customer service, and improve employee satisfaction, these workers need access to critical information easily and efficiently, along with the ability to easily share and collaborate on that information. Many organizations recognize the important role shared mobile devices play in the day-to-day productivity of these workers.

On average, frontline mobile workers rely on five unique applications to support their work, an 80%+ increase over the past 24 months. Across tablet, handheld and smartphone form factors, Android powers approximately 68% of the mobile devices issued to frontline mobile workers with iOS and Windows representing the balance.

Enterprises across all sectors have historically under-invested in solutions supporting their frontline workforce, limiting their overall effectiveness and productivity. However, facing persistent labor challenges, organizations are beginning to recognize the need to prioritize worker needs. The current frontline workforce uses mobile devices everyday outside of work, so it makes sense to capitalize on their familiarity and comfort level with the platform. Organizations are reevaluating their device strategy to focus less on workstations and more on a mobility strategy that addresses growing security and solution life-cycle management concerns.

Note: the focus area of this research is frontline or firstline mobile workflows. VDC defines workers within these environments as spending a majority of their workday on their feet, and relying on mobile solutions to be more productive, enhance collaboration, and improve customer engagement. Mobile workers include delivery drivers, retail associates, healthcare workers, first responders, warehouse workers, field service technicians, and more.
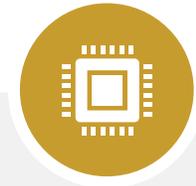
Device issues cause workers to lose **74 minutes** of productivity

IT departments take **44 minutes** resolving trouble tickets

In comparison to Year 1, IT trouble tickets **increase by 45% by year five** for frontline mobile devices

IT leaders replace frontline mobile hardware every **4-5 years**

Increasing Burden for Internal IT Organizations Supporting Frontline Mobility Solutions

Poorly designed solutions disrupt employee workflows and result in service and support bottlenecks. Helpdesk support calls for frontline mobile devices take an average of 44 minutes for issue resolution. Most issues are tied to access authentication and can be effectively addressed with automated helpdesk services, freeing up resource to support more critical issues.

Annual support costs for enterprise mobile devices average $770. The user experience is often less than ideal, causing workflow inefficiencies and employee frustration. One leading retailer claimed that their service department was fielding 15,000 calls per month to address software related authentication issues on their mobile fleet.
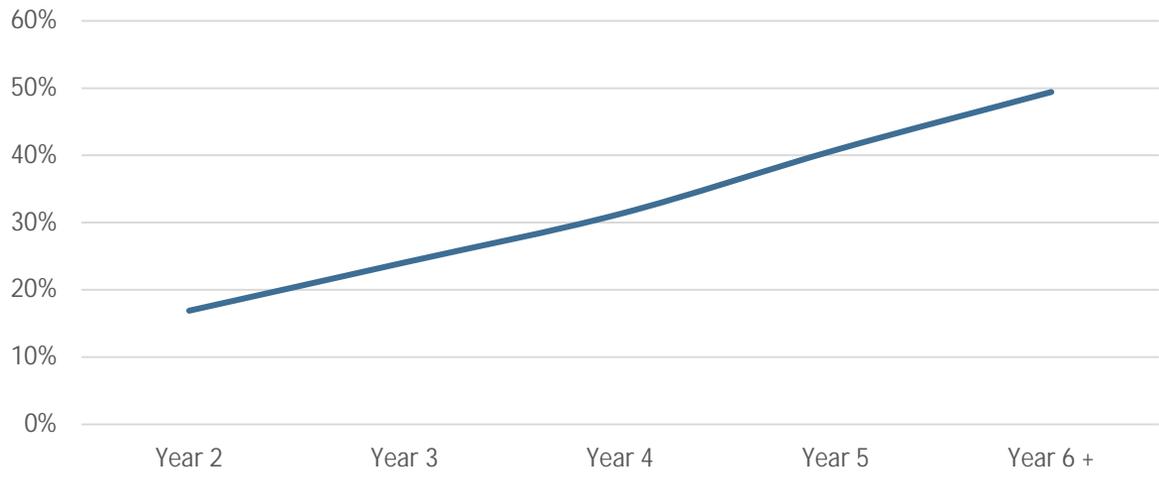
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Average Annual Increase in Mobile Device Trouble Tickets by Year

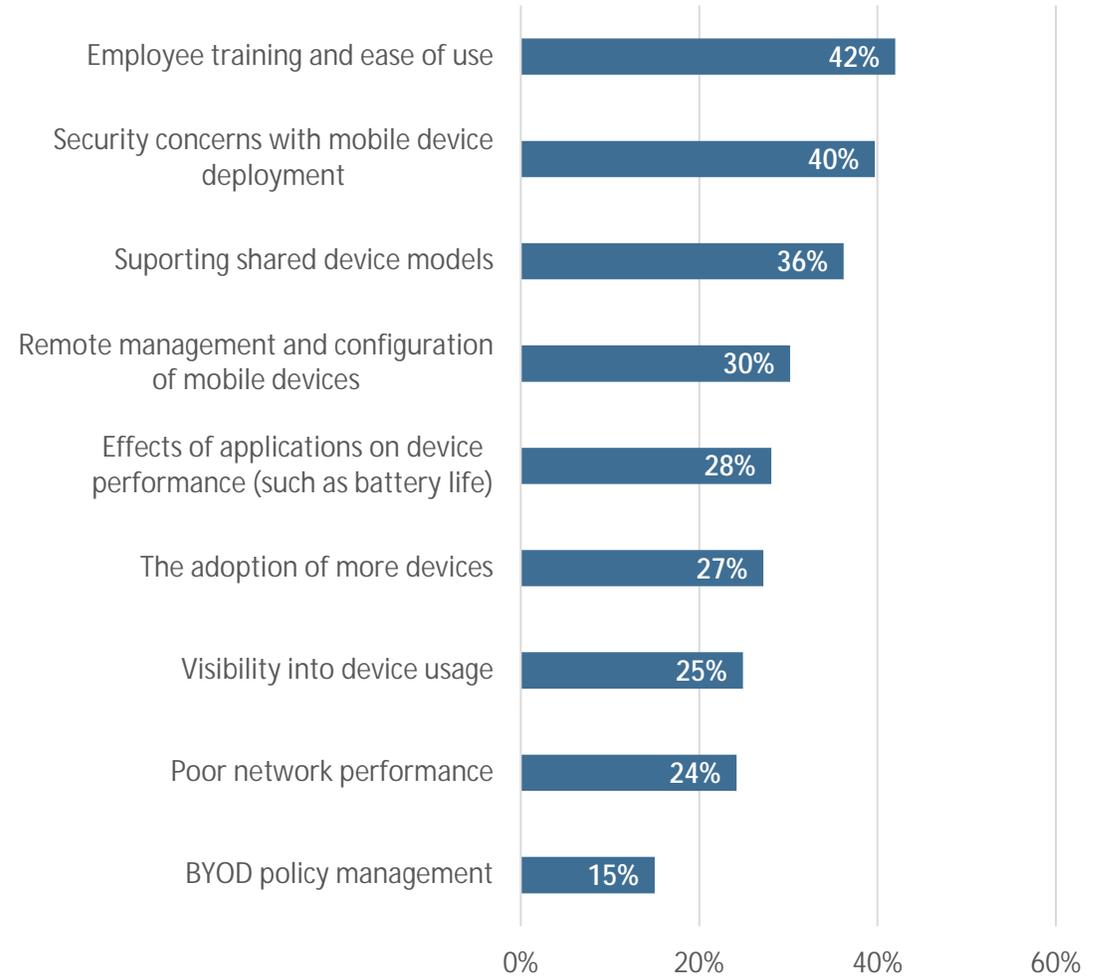# Supporting Shared Devices an Ongoing Requirement for Frontline Workers

Shared mobile devices is a common practice across multiple sectors with shift-based workforces – including retail, transportation/logistics, and manufacturing. According to VDC's research, approximately three in four organizations deploying mobile devices adopt a shared device model. This represents more than 18 million devices in use today.

Despite the prevalence of the shared device model and increasing complexity of tasks being asked of the workforce, many organizations do not take the necessary steps to ensure optimal user experience, device lifecycle, and security management. Because mobile devices running Android were designed for single users, most applications optimize their experience for use by a single user. Part of this optimized experience means enabling single sign-on (SSO) across applications and keeping users signed in on their device.

To allow an organization's employees to use its apps across a pool of devices shared by employees, organizations need to enable the opposite experience. Employees need to be able to pick a device from the pool and perform a single gesture to "make it theirs" during their shift. At the end of their shift, they should be able to perform another gesture to sign out globally on the device, with all their personal and company information – including cached data – removed so they can return it to the device pool. Leading shared device requirements:

§ **Shared PIN.** A common scenario for devices is that they are designed to be unlocked by workers using a shared PIN.

§ **Application authentication.** Once unlocked, Individual applications still have unique access requirements, causing unnecessary friction for the frontline worker.

§ **Asset visibility.** Organizations lack insight into device location, who is using the devices, and device performance metrics.

Leading Mobility Solution Deployment and Management Challenges

Challenge	Percentage
Employee training and ease of use	42%
Security concerns with mobile device deployment	40%
Suporting shared device models	36%
Remote management and configuration of mobile devices	30%
Effects of applications on device performance (such as battery life)	28%
The adoption of more devices	27%
Visibility into device usage	25%
Poor network performance	24%
BYOD policy management	15%

Leveraging Mobile Managed Services to Proactively Manage Mobile Estates

§ **Depot services.** Mobile depot services are critical to any mobile managed service, providing enterprise asset lifecycle services. From device provisioning and configuration to troubleshooting, IT helpdesk services, device repair and end of life decommissioning, depot services can optimize the lifecycle of critical IT assets such as frontline mobility solutions. A key differentiator for mobile managed service providers is in their depot service network and their ability to deliver uniform services globally.

§ **Analytics integration.** Proactive management of mobile estates minimizes disruption and hits to employee productivity. From monitoring performance of mobile solutions – application, connectivity, power, etc. – mobile managed service providers can address issues before they compound, improving solution performance and employee satisfaction.

§ **Seamless and personalized single sign on (SSO).** True single sign-on that allows the user to log in once and access services and applications without re-entering authentication factors. Authentication methods configurable per user, device, or group.

§ **Frictionless security policies.** Frictionless authentication is an approach that leverages advanced technologies and techniques to streamline the verification process, eliminating the need for explicit user actions while maintaining high security standards. Users do not need to take extra steps or provide additional information at different stages of their journey to verify their identity, thereby delivering a seamless user experience.

§ **Zero Touch Provisioning and OTA update management.** OS and application updates downloaded and installed transparently over the air, without user intervention. Ability to specify allowable network connections for downloading, and options for user to defer or postpone reboot. In instances where devices become unstable, the ability to remotely wipe the device and locally reprovisioning it securely is of critical value.

§ **Device location solutions.** Device loss is a major challenge, and prevention still eludes many enterprises. According to VDC's research, respondents estimate that 9.4% of their mobile fleet is lost or misplaced on an annual basis. Today organizations are using a combination of device location tools (including physical tags), EMM/MDM reporting/tracking and manual check-in/out processes for employee accountability to address location requirements. However, issues arise that require a more intelligent/analytics supported approach to location.

Leading Mobile Solution Analytics and Support Requirements

Category	Percentage
Device Security	47%
Device performance and health	37%
Connectivity/network performance and data usage	34%
Optimizing application performance	31%
Location tracking	30%
Increased insights for better decision-making	30%
Optimizing training/onboarding processes	29%
Organizational mobile device policy compliance	24%
Prediction and prevention of device problems	22%
Lowering TCO	18%

Mobile Managed Services Key Benefits

Reduce Mobile Lifecycle Costs
Average mobile solution cost savings of up to 25%

Improve User Experience
Streamlined application access, consistent device setup, faster troubleshooting, improved security, and reduced user burden

Boost Worker Productivity
Boost employee productivity by reducing device downtime and streamlining workflows while facilitating better communication

Future Proof Mobile Solutions
Solution scalability, adaptability to new technologies, proactive security updates, expert support, and cost optimization

Streamline Employee Onboarding
Reduced training time, streamlined access to critical information, and ultimately, higher employee retention rate

Address Sustainability Goals
Ensure secure enterprise mobility management through compliant device recycling and disposal programs

Support Device Diversity
Manage a wide range of mobile devices, including different OS and brands, allowing for improved security, streamlined IT operations, and increased employee flexibility

Security Compliance
Sensitive data protection on mobile devices, streamlining compliance requirements, maintaining trust and minimizing security risks
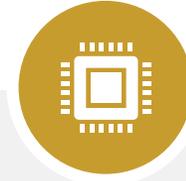
Why Honeywell Enterprise Mobility?

Global Footprint
Industry leading device depot infrastructure providing global support

Diverse Software Utilities
Solutions such as SwiftDecoder, SmartPay and SmartTalk expand the HEM value proposition and use case opportunities

Device and OS Agnostic Support
Aligned with today's enterprise mobility realities

Leading Helpdesk Services
Market-leading SLAs, 24x7x365 multi-tier and multi-language support and infrastructure to scale tickets managed

Integration with Customer IT Service Infrastructure
Seamless integration with existing enterprise applications

Serialized Asset Management
Lifecycle management of IT assets to the serial number providing greater visibility and real time support

Personalized Device Deployment
Comprehensive kitting with pre-configured settings and a personalized out of the box experience

TEM, MDM and UEM Management
Seamless management of mobile expenses and software and security update support including centralized image management

HONEYWELL | OVERVIEW

NASDAQ: **HON** | **~715** sites | **~97,000** employees | **Charlotte, NC** headquarters | **Fortune 500** | 2022 Revenue: **~$35 B**

AEROSPACE TECHNOLOGIES

Our products and services are used on virtually every commercial, defense, and space aircraft. We build aircraft engines, cockpit and cabin electronics, wireless connectivity systems and mechanical components. Our hardware and software solutions create more fuel-efficient aircraft, more direct and on-time flights and safer skies.

BUILDING AUTOMATION

Commercial building owners and operators depend on our operational technology hardware, software and analytics to help create safer and more efficient and productive facilities. Our solutions and services are used in more than 10 million buildings worldwide.

ENERGY & SUSTAINABILITY SOLUTIONS

We can help solve tough sustainability and energy transition challenges across our end markets while seizing new opportunities to deliver outstanding value to our clients and shareholders.

INDUSTRIAL AUTOMATION

We provide solutions to support our customers to help deliver results with enhanced productivity and safety standards. Our innovation powers process solutions, asset performance management, cybersecurity, and warehouse and retail automation.

HONEYWELL CONNECTED ENTERPRISE

We empower those who make, move and operate critical resources to grow responsibly. Our flagship Honeywell Forge solutions drive business outcomes around performance, efficiency, cybersecurity and safety by uniting data across assets, people and processes. We leverage the latest technologies and persona-focused design to help uncover hidden insights, increase productivity and enhance the user experience from the shopfloor to the top floor.

Shaping the future across industries

About VDC Research

Founded in 1971, VDC Research provides in-depth insights to technology vendors, end users, and investors across the globe. As a market research and consulting firm, VDC's coverage of AutoID, enterprise mobility, industrial automation, and IoT and embedded technologies is the most robust available, helping our clients make critical decisions with confidence. Offering syndicated reports and custom consultation, our methodologies consistently provide accurate forecasts and unmatched thought leadership for deeply technical markets. Headquartered in Natick, Massachusetts, VDC prides itself on its close personal relationships with clients, delivering an attention to detail and a unique perspective that is unmatched.

AutoID & Data Capture

IoT & Embedded Technology

Enterprise Mobility & Connected Devices

Industrial Automation & Sensors

Custom Research & Consulting