

Is MDM/EMM Enough to Manage Your Organization's Mobile Devices?

Mobile workers need reliable devices, especially when industry-wide labor shortages require companies to implement technologies that make individual work stretch further. Through the use of Mobile Device Management (MDM) and Enterprise Mobility Management (EMM) solutions, IT teams gain granular change management capabilities to facilitate updates and maintenance issues across the workforce. But is that enough?

The State of MDM/EMM

B2M Solutions surveyed 1,000+ companies to identify problems faced by mobile enterprise users and the IT departments that support them. Here are some of the key findings from the B2M Solutions' 4th Annual State of Enterprise Mobility Survey:¹

98%

of IT respondents depend on reliable enterprise mobile devices.

84%

of IT departments have real-time visibility into the health and usage of critical assets like Internet routers, switches, LANs and other equipment.

94%

of IT teams use MDM/EMM, but only 2% feel those tools add sufficient visibility to spot problems with mobile devices and apps as they occur.

86%

of all mobile device issues go unreported by workers.

97%

of IT professionals want the same real-time visibility into mobile assets they have for other business assets.

56%

of respondents said that mobile issues create unnecessary costs for the company.

The survey shows that issue volumes have increased steadily since 2019 and most MDM/EMM solutions lack the real-time visibility IT needs to curb the escalation. IT teams require real-time info on battery life, app instability, network issues, and other problems that standard MDM/EMM solutions don't see or report.

For example, MDM/EMM can push an app update into the field, but bugs within the update won't get identified until a user reports them and IT sees the report. With real-time visibility capabilities, IT teams could address those problems or roll back to a previous version almost immediately.

Going Beyond MDM/EMM with Panasonic Connect and Smart Essentials, Powered by B2M

Smart Essentials goes beyond the capabilities of an MDM, offering real-time visibility into the health and utilization of all mobile devices and applications across an organization.

The Smart Essentials Suite is comprised of three components:

- ✔ **Smart Battery Monitor** for real-time battery health monitoring, including a Smart Battery Warranty program.
- ✔ **Smart Device Monitor** to provide in-the-moment utilization and device health data.
- ✔ **Smart Service software** to understand the what and why behind poor device health and utilization, including APIs that integrate Smart Service's real-time intelligence with other data and systems.

For organizations using Android and Windows mobile devices, Smart Essentials offers real-time visibility into:



Battery Health



Applications



Network Health



Device Health



Performance



User Experience

With Panasonic Connect's Smart Service™ Product Suite, powered by B2M, go beyond your MDM/EMM's capabilities to monitor mobile device, application, and network health and usage in real-time.

Smart Essentials will even proactively find the issues that employees don't report, letting you act immediately—often before users even realize something is wrong.

Panasonic CONNECT

For more information about how TOUGHB00K® Smart Essentials and Panasonic's rugged devices combine to provide resiliency to your organization's mobile device network, [visit our website](#).

1. "4th Annual State of Mobility Survey," B2M Solutions, <https://b2msolutions.com/2021-survey-download-form/>