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## Things You Can't Ignore About Mobility

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



Of people who call a business will hang up rather than leave a message<sup>1</sup>

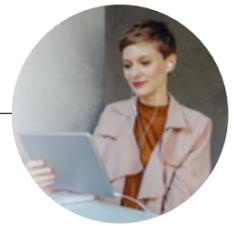


Of an employee's work week is spent away from their primary work location **25% for middle managers and 37% for executives**<sup>1</sup>

### 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 productivity<sup>3</sup>



More than **75%**

Of all business leaders believe person-to-person communication is critical to business success<sup>2</sup>

### 3

#### Enterprise Phone Charges are Too High

Identify cellular phones as a primary device used for **business communications**<sup>4</sup>



- 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 year**<sup>5</sup>

### 4

#### Employees Conduct Non-Secure Business Communications

Gartner Group predicts **80%** of key business processes will involve the exchange of real-time information involving mobile workers<sup>6</sup>

- 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 billion<sup>7</sup>



### 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](#)



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