

Employee Mobile Connectivity For SMBs

Information workers' success is dependent on having access to mobility solutions that are highly available and geared toward communications and collaboration.

Workers today need and expect to be mobile-enabled

44% of workers agree that their company expects them to be mobile-enabled; over 60% expect their company will provide them with mobile tools.*

■ 5 — Strongly agree ■ 4 — Agree

I expect that my company will provide me with mobile/tablet tools



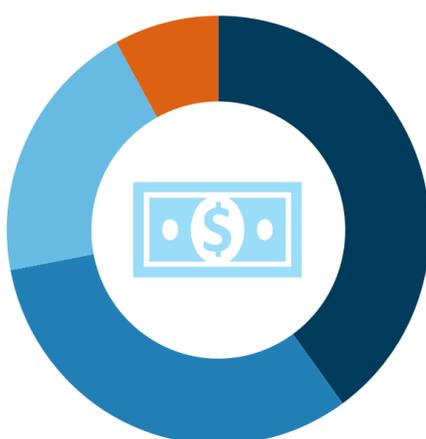
My company expects me to be mobile-enabled when working with my clients/customers



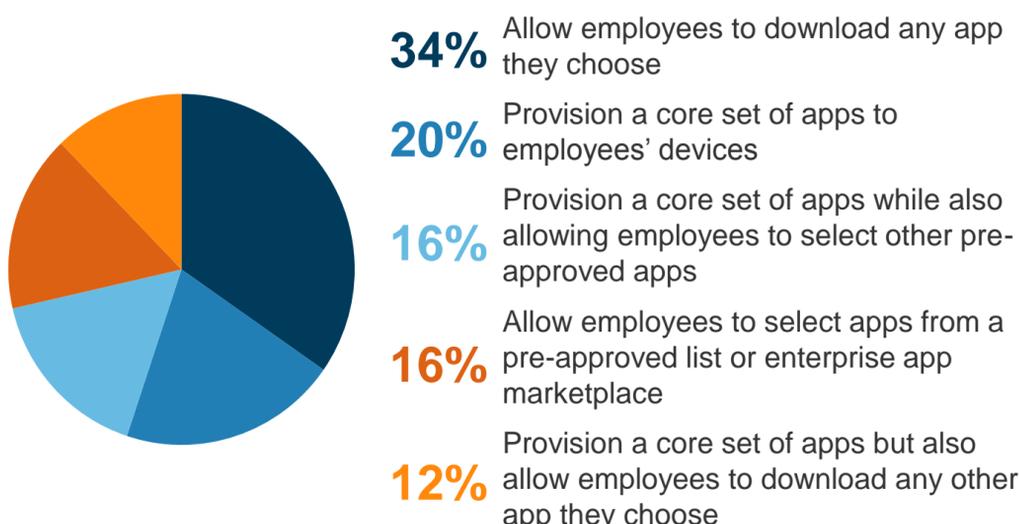
52% of SMB owners say mobility is tied to collaboration or UC strategies . . .

SMB organizations make employee mobility buying decisions. . .

- 40%** . . . As a singular tech decision unconnected to other initiatives
- 32%** . . . As part of a larger collaboration technology strategy
- 20%** . . . As part of a larger UC technology strategy
- 8%** . . . As part of a larger IT strategy



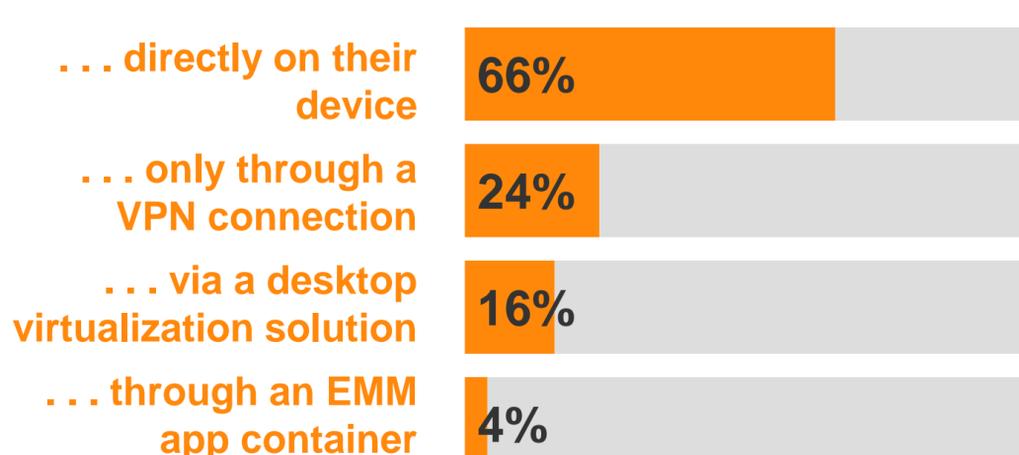
. . . but few SMB orgs are taking measures to secure workers' mobile devices



46% of SMB orgs allow employees to download any app they choose, compromising security and satisfaction.

66% of SMB employees access apps directly on their devices

Employees can access apps on their mobile device . . .



Only 24% of SMB leaders think their employees are either completely or very satisfied with how they can access and use communication and collaboration apps on their mobile devices.

Methodology

In this study, Forrester leveraged its Global Business Technographics® Telecommunications And Mobility Workforce Survey, 2015. Forrester Consulting supplemented this data with custom survey questions asked of 50 US SMB business owners and IT leaders responsible for mobile device support and network decisions for the organization. The auxiliary custom survey was conducted in July 2015.

Base: 50 SMB business owners and IT leaders responsible for mobile device support and network decisions for the organization
*Base: 569 US SMB information workers

Source: A study conducted by Forrester Consulting on behalf of AT&T, July 2015
*Source: Global Business Technographics Telecommunications And Mobility Workforce Survey, 2015, Forrester Research, Inc.