Seeking Mobility?

See if your company is a good fit for a mobile communications solution

Check each statement that applies to your business

ORGANIZATIONAL CHARACTERISTICS

○ **Small or Mid-Sized Business** — Do you compete with more established or better-resourced enterprises? SMBs needs every advantage, including the most flexible, adaptable and reliable communications tools.

○ **Organization with Multiple Departments** — Are staff tasks and operations spread across a facility or housed in different locations? Using a mobile device to talk and text makes staying connected more convenient.

○ **Sales and Service-Centric Revenue Stream** — Are voice communications critical to achieving sales and service goals? Mobility's anywhere/any time availability means customers always get to the right party, fast.

○ **Operations with Remote and Field Employees** — Do many of your employees work away from an office? Putting office phone features on their mobile devices expands your communication network exponentially.

○ **Creative and Professional Services Provider** — Do client meetings often need input from subject matter experts or outside sources? With ad hoc conference calling from your mobile device, you're always prepared.

○ **Managing Millennial Workers** — The most mobile generation already uses their devices at work. A mobility app makes sure they give customers a business number instead of their own and contacts are stored in your data.

WORKFLOW IMPERATIVES

○ **Are your employees often away from their desks?** Active employees who are rarely in their office are more responsive and less taxed by voicemail when mobility apps help them stay in touch throughout the day.

○ **Could missing an incoming call hurt your business?** If your field is highly competitive, you risk losing business unless you're always available to answer and direct calls to move customer needs forward.

○ **Is teamwork part of your company culture?** Project scheduling and collaboration is enhanced when all team members can be counted on to participate using their mobile device, no matter where or when.

○ **Do you have limited IT resources?** A cloud-based mobility app that staff can download and self-provision from the Apple App store or Google Play expands communications capacities with little impact on IT.

○ **Do your workers need to respond around the clock?** IT, healthcare, security, transportation and emergency services are just some of the industries that mandate immediate any time, anywhere communications.

○ **Are you expanding operations into new markets?** When looking for partners and customers in a new location, business development scouts appear most professional when they're calling from your network.

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PRODUCTIVITY BOOSTERS

○ **Will your operations be more efficient** when field employees can use their personal mobile device to stay in touch via chat and direct extension dialing?

○ **Will your customer service responsiveness improve** when workers assisting callers can reach managers and product experts right away, even when they're outside the office?

○ **Will project and customer collaboration accelerate** when employees can respond to group chat and group calls any time, any place, directly from their mobile device?

○ **Will your SMB become more professional** when employees stop giving out their personal phone number when following up with clients and colleagues?

○ **Will your communications feature adoption rates improve** by putting powerful presence and call handling tools on the mobile devices your employees already love and use?

○ **Will you derive more value from your business phone system** when you expand its geographic footprint with little to no capital investment?

Assess your need for a mobility solution

CHECKLIST RESPONSES

○ **1-5 checks 'yes' —** Your workers spend their time at their desks. Communications outside of business hours can wait. Speed of internal communications is not a priority. Your company could benefit by adding mobile calling features for external sales agents, emergency personnel and busy managers.

○ **6-11 checks 'yes' —** Your business is primed to reap significant benefits by adding a mobility solution. Active employees will be more available, professional, efficient and collaborative. Consumers will appreciate your customer-first responsiveness and accessibility. Your operation will derive maximum value from your current application investments and business communications network.

○ **12-18 checks 'yes' —** If you're reading this and don't already offer your employees a fully integrated mobility app, it's time to start making plans to deploy one. The quickest, easiest and most cost-effective installation will be a mobility solution that's delivered from the cloud and can integrate seamlessly with your existing business communications network.

What to look for in a mobility solution

Mobility will change the way you do business. Look for a solution that was designed and built from the ground up with input from business users like you. Make sure it offers the features of an entire business phone system and functions seamlessly with the convenience of a mobile app:

• Call handling to answer and direct customer calls in real time from wherever you are

• Collaboration features like group chat, group calling and multiple incoming lines

• Conferencing, transfer, hold, hunt groups, call park, extension dialing

• Simple, powerful, cost-effective and just the right size for your business

Learn more

Find out more about how Mitel can help your business at **www.mitel.com.**

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