



# Converge Unified Communications and Mobile Device Management with Scalefusion

Drive Secure Enterprise Communications with a Powerful and  
Intuitive MDM Solution



# Streamline Communication Across Enterprise with Effective Device Management

## Overview

Organizations across industries are embracing enterprise mobility where employees are free to work from anywhere, anytime and from any device. But are they using the devices and data with utmost security within controlled environments?

## Highlights

- Overview of Unified Communications
- Overview of Mobile Device Management
- Why companies need Unified Communications
- How companies can leverage UC-MDM integration
- Benefits of blending UC and MDM in a single solution



## Introduction

Companies thriving on the principles of enterprise mobility understand that apart from managing their enterprise mobile devices, it is vital to ensure that these devices are being used optimally to drive overall business efficiency at all levels.

With the ever-innovating mobile technologies, the MDM space is evolving, and companies are predicting a rise in demand for advanced and integrated Mobile Device Management. ‘Communication’ has always been and will always remain one of the most essential growth and success drivers for organizations. Important business decisions and actions are taken based on real-time and accurate communications.

## The Fundamentals

Mobile Device Management and Unified Communications can blend together to create and drive an enterprise atmosphere that is driven by security, convenience, efficiency, productivity, and precision. Before discussing further let’s get the basics right.

**What is Mobile Device Management:** MDM can be broadly defined as a software that enables your company IT team to manage, monitor, secure and control the mobile devices like smartphones, tablets, laptops and so on, which are used by the employees at the workspace or on-the-go. A vital component of Enterprise Mobility Management (EMM), MDM can be coupled with additional tools, technologies, policies and processes to enhance user productivity, IT security and context-aware decision-making.

**What is Unified Communications:** Unified Communications (UC) can be defined as an enterprise communication system that unifies separate communication methods like voice calls, SMS, audio-visual conference, instant messaging, email, fax, etc. under a single and secure umbrella. This framework is an interconnected system that integrates multiple communication tools, devices, and applications that a company uses, to enhance collaboration, productivity, and business communication within a secured communication network.

Combining the best of MDM and UC in the same solution will tremendously help companies combat the risks and challenges associated with the traditional mode of communications.

## The conventional communication methods and their consequences

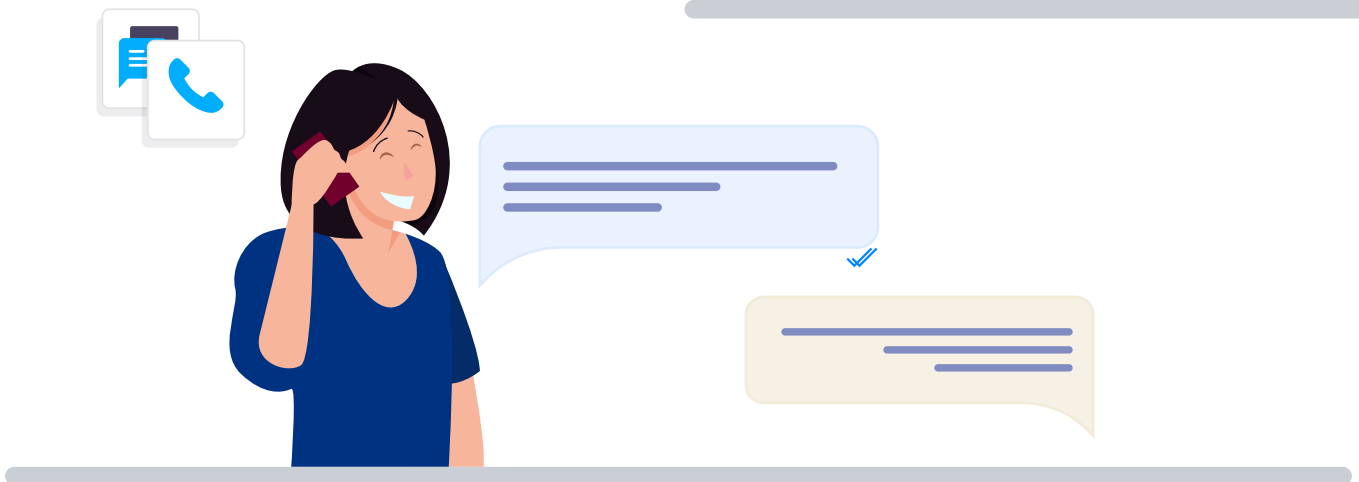
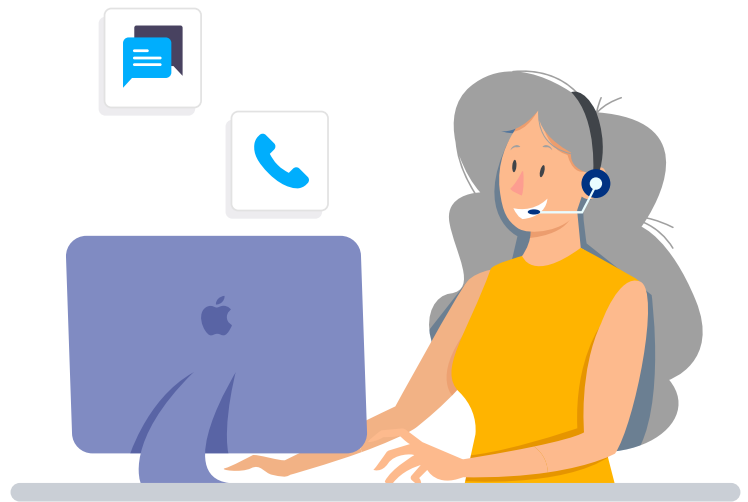
A large number of employees from today's work remotely or from home or take business decisions on-the-go. Businesses today depend heavily on aspects like client interaction, solving on-field customer issues, and overall customer experiences throughout the purchase decision-making journey. Which means, customer-facing employees need to stay well-informed about the product/service, and at the same time, they need to be empowered to take fast decisions and troubleshoot issues on-the-go. Industries like manufacturing, fleet, logistics, mining, hospitality, healthcare, shipping, transport, etc. mostly employ field-force and frontline workers operating from remote locations.

The availability of managed mobile devices solves just one set of problems for these remote workers – like seamlessly continuing with their day-to-day task completion with an optimized and secure device and data usage, keeping records, maintenance of reports, accessing content and using apps, etc. But, what about communication?

Traditionally, the remote or mobile workers would communicate with teammates and the IT admin through the common carrier-based methods like SMS, express mail service, MMS, and other public instant messaging and chat services like Skype, Slack, WhatsApp, SnapChat, WeChat, Telegram, etc. Sometimes they would also use social media like Facebook and LinkedIn as messaging platforms.

Now, let's understand the aftermath!

Using these open and public messaging apps has multiple drawbacks. For instance, these platforms allow the user to talk to anyone from the personal contact list without any corporate vigilance, apart from that, these open platforms don't populate any specific and readily usable contact list. Not to mention, the multiple communication options would often give way to distractions, errors, inaccurate information, device and data misuse and so on. Additionally, let us discuss the GDPR regulations and how certain instant messaging apps like WhatsApp can come under its fire for being unstable and insecure in the context of new privacy legislation (WhatsApp has already been sued on the first day of GDPR enforcement). Apart from that, companies with users sharing sensitive information via these open public communication apps will always have the risk of compromising their corporate, employee as well as customer data.



## The Role and Significance of Unified Communications in Enterprise Mobility

Now, when we have already discussed the basics of Mobile Device Management and Unified Communications along with the loopholes of using traditional communication methods in an enterprise set up, it is clearly evident that Unified Communications and Enterprise Mobility are basically two sides of the same coin. To make things clearer, imagine this scenario.

A company with its maximum number of employees working from the field, interacting with customers, realizes the need to provide them with smart handheld devices to smoothly carry on multiple tasks like keeping records, delivery order, customer information and work statuses. At the same time, they need to access necessary company data, content resources and business apps to effectuate their productivity.

Mobile Device Management plays a key role here by allowing the company IT team to remotely manage, monitor and secure these devices while distributing content and apps in the managed devices from a centralized console.

However, sometimes executives need to confront and resolve a tricky situation where they need to consult other team members or the IT admin for flawless troubleshooting and issue resolution. Apart from that, other communication needs between teams, like remote assistance over VoIP, chats and audio/video/web conferences and file-sharing might arise anytime depending on sudden urgent requirements. This is where a unified communications platform comes to the rescue by empowering respondents to communicate, collaborate and interact with the team members, stakeholders or the IT team using secured communication features, tools and techniques within a controlled and protected environment.

Unified Communications simply complements Enterprise Mobility by accentuating the much-needed aspects like real-time collaboration, secured exchange of data and content, increased employee productivity, faster and better decision-making, improved customer experience, seamless connectivity, cost reduction of data usage and efficient business operations.



## Unified Communications integrated with Mobile Device Management: What to Expect?

When a company uses a UC integrated MDM solution for its mobile workforce, it doesn't only enable its IT team to effectively manage, secure, monitor and supervise enterprise-owned and employee-owned devices from a centralized console, but also allows the users to seamlessly communicate with the team members, managers and IT admins in real-time, in a secure and streamlined manner.

Let's take a quick glance at the benefits of MDM-UC integration at large.

### 1. Drive significant data security across the enterprise

Using company-monitored ways of communications and data exchange simply means that sensitive company data and customer information are far from getting abused by cyberthreats and hackers. Security measures like message and data encryption will make sure that company information will never fall into the wrong hands. Protection from malware, spyware and other external risks will ensure that crucial enterprise/customer data are shared and distributed within a controlled and secure environment.

### 3. Increase employee productivity with better accessibility

Better and secure communication functionality blended with managed and purpose-built devices imply that employees are empowered with the capability of getting more done in less time. Employees can use communication apps and platforms more reasonably and accurately while being productive and can connect, communicate and collaborate faster to accelerate customer service.

### 5. Drive cost reduction with a secure communication platform

A successful MDM-UC integration will empower the business leaders to save unwanted cost on data usage and a secure enterprise communication platform will not have to come under the scrutiny of GDPR legislation. On top of that, added user and data security policies can be applied to this integration to make it fool-proof and more competent. Secure and controlled real-time communication will also expedite decision making and fasten the time to market.

### 2. Improve real-time and team-wide collaboration

Employees using managed devices enabled with company approved communication tools and platforms like audio/video conferencing, VoIP calls, two-way chat etc. find it seamless and effective to collaborate with team members, managers and IT admins in real-time to solve tricky issues, take better decisions, drive faster resolutions and offer better customer experiences.

### 4. Enhance scope and efficiency of device troubleshooting

The IT managers will be more effective in resolving any device-related queries in real-time from a remote location via controlled ways of communications, without worrying about device and data misuse. This also helps the company IT team to get rid of the fragmented, insecure and uncontrolled hodgepodge of open and consumer-centric 3rd party communications tools that invite the risks of cyber-attacks.

## Scalefusion with its EVA Communication Suite is a perfect integrated solution

As a powerful, agile and trusted MDM solution, Scalefusion is known for its gamut of enterprise-standard capabilities and functionalities that drive business value right from the start. Talking about that – EVA Communication Suite remains the best of all its features. Scalefusion Mobile Device Management solution comes integrated with this Unified Enterprise Communication suite that supports a bundle of meaningful options that redefine the way you communicate with your field force and other remote workers. It enables effective, secure and streamlined communication with a single application across all teams.

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The major components of Scalefusion EVA Communications Suite are:

- Seamless VoIP calling
- Context-aware device notifications
- Incoming/outgoing call blocking
- Conference call functionality
- Effective Two-way chat
- Efficient contact management
- Message and FileDoc encryption
- Enhanced control with custom dialer

If you are looking for a smart, simple and secure Business Communication platform integrated with a powerful, agile and intuitive Mobile Device Management solution, your search ends here!

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## Afterword

Scalefusion has intuitively converged the industry advantages and business values of a strong and agile Unified Communications platform with its powerful and feature-loaded Mobile Device Management solution. All this to make sure that the company IT team can seamlessly manage and monitor devices along with securing the enterprise communications channels to drive user productivity and data protection home with ease.

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## About Scalefusion

Scalefusion MDM allows organizations to secure & manage endpoints including smartphones, tablets, laptops, rugged devices, mPOS, and digital signages, along with apps and content. It supports the management of Android, iOS, macOS and Windows 10 devices and ensures streamlined device management operations with InterOps.



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