



## Managed frontline worker devices

Bring control, security, and efficiency to all mobile devices

**Mobile technologies used by the frontline workforce have become an operational imperative, and are essential for optimization-through-digitization. Why? Because frontline workers who are equipped with mobile devices have an increasingly profound impact on a company's profitability, performance, and growth.**

Devices such as barcode readers, rugged tablets and wearables like smart glasses play a key role in digitization. They capture real-time data associated with the goods, products and services that are being manufactured, transported, and delivered. This data is stored in databases and synchronized with cloud-hosted inventory management and asset-tracking systems that can be accessed from anywhere in the world. This enables improved operational performance as well as quicker, in situ problem resolution through informed, real-time decision-making.

Gartner predicts that up to **70%** of mobile and endpoint net new investments will be aimed at frontline workers over the next five years.

Gartner: Hype Cycle for Frontline Worker Technologies, 2021



# Managing frontline worker devices requires answers to some very specific questions



**What is the cost of a dysfunctional barcode reader at the shipping/receiving dock?**



**How can I detect devices without the accurate OS build?**



**How do I upgrade specialized device applications like scanning software?**



**What are the risks of cyberattacks on devices with outdated OS?**



**Are all devices used along my global supply chain still under warranty?**



Purpose-built, rugged devices used by frontline workers are designed to withstand harsh conditions and meet specific regulatory and safety requirements. They also have specific lifecycle care needs that are very different from devices used by office workers.

Organizations with device fleets at multiple sites across several countries or regions are often faced with little or no visibility on the state and/or the location, of their assets. This can lead to potential security breaches, end user frustration, unrealized ROI and an increase in TCO.

# Challenges of frontline worker devices

## “you cannot control what you don’t know”



### Asset, warranty and management gaps

- 66% of IT managers do not have an accurate record of their IT assets<sup>1</sup>
- 30% of IT assets are “ghost” assets, i.e. missing or can’t be found<sup>1</sup>
- Not all devices are under warranty and MDM managed
- Deployment and update of in-house apps



### Weak security

- 70% of Zebra devices run the OS version the device had when acquired<sup>2</sup>
- 57% of security breaches could be avoided with security patches<sup>3</sup>
- 74% companies can’t patch fast enough because they don’t have enough staff<sup>3</sup>
- Siloed digitalization increases security risks<sup>3</sup>



### No performance focus

- 89% of executives say operational insights could significantly improve decision making<sup>4</sup>
- MDM provides management toolbox but lacks user experience indicators
- Device location, battery health, app crashed... are important metrics
- Need for local IT manual operations



### Uncontrolled TCO, weak CSR contribution

- TCO for rugged devices is no longer valid if devices don’t have the required warranty and are not managed
- Devices need to be upgraded
- Device lifespan (up to 10 years support) needs to be monitored and controlled to contribute to CSR

# Orange delivers control, security, and efficiency for frontline worker devices

Large organizations with device fleets in multiple locations, countries or regions can benefit from Orange Business Services' global service reach and flexible delivery models.

Our flexible set of managed services ensures that your frontline worker devices are always available, up-to-date and secure for optimal efficiency.



## 1

Get **control** of your device fleet



Keep hardware inventory accurate and up-to-date



Avoid spending time tracking devices and warranty



Ensure all devices are under management

## 2

Enforce **security** of your device fleet



Configure on-device OS security and privacy



Manage OS upgrade (validation test before deployment)



Monitor problematic devices and implement automatic remediation

## 3

Optimize the **efficiency** of your device fleet



Monitor end-user experience for proactive resolution



Monitor battery health



Maximize device fleet lifetime and value, while contributing to CSR objectives

# Your benefits



## Simplicity

- Managed service
- Central solution with visibility of all devices
- Orange expertise and Proactive Service Management



## Budget optimization

- Decrease support cost
- Increase, facilitate and accelerate user productivity
- Answer new business expectations with less resources



## Flexibility

- Cloud or private cloud managed solution
- À-la-carte out-tasking
- Security, privacy and mobile IT toolbox with strong integration capabilities



## Performance

- Fully managed infrastructure that evolves with the technology
- Zero-touch solution
- Sanity checks



## Partnership: Orange and Zebra Technologies

Orange is a Registered Alliance Partner of Zebra Technologies, a global leader providing Enterprise Asset Intelligence (EAI) solutions in the Automatic Identification and Data Capture (AIDC) industry that covers mobile computing, data capture, radio frequency identification devices (RFID), barcode printing, and other automation products and services.

As a Zebra Alliance Partner, Orange Business Services helps enterprise customers to manage their Zebra devices and associated mobile IT with a flexible suite of managed services including, but not limited to, OS upgrades with Lifeguard OTA, Mobility DNA license activation, Zebra device configuration, hardware asset inventory management, monthly reporting and device warranty monitoring.

# Thank you

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**Find out more about our Mobile Enterprise solutions at:**

<https://www.orange-business.com/en/solutions/mobile-connectivity>



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