



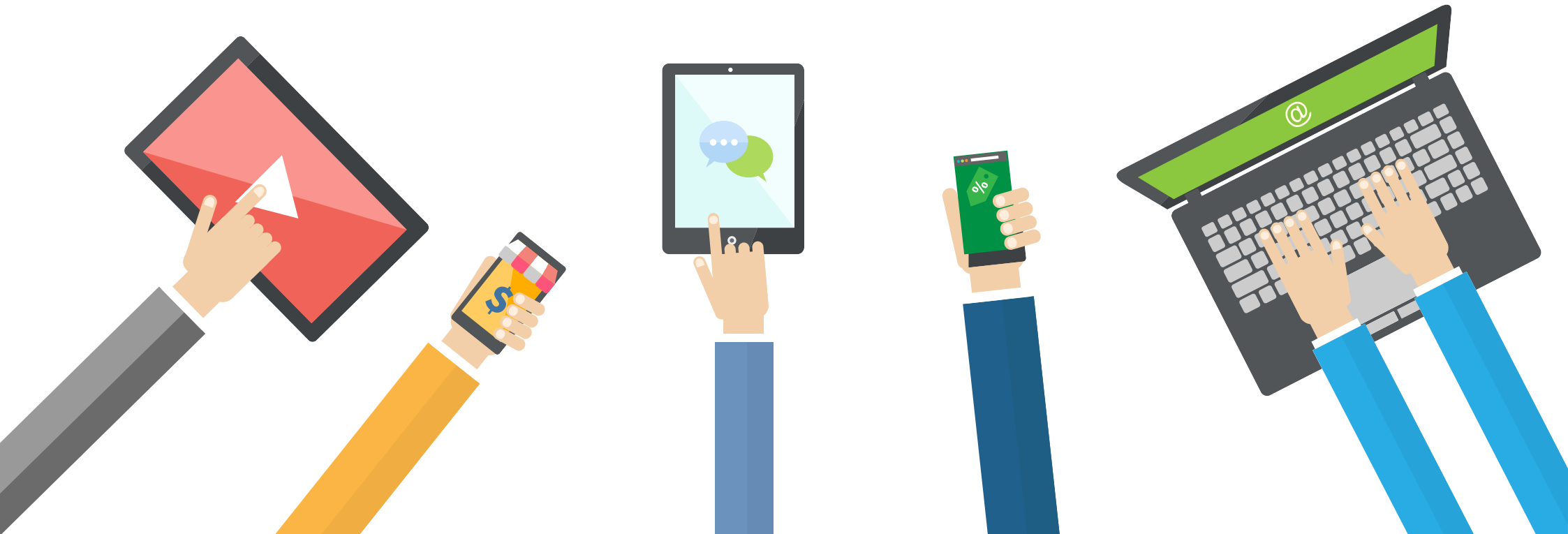
HOUSING TECHNOLOGY
MOBILITY

MOBILITY CHALLENGES

Everyone requires something different from mobility
Who defines the mobility plan – users or IT? Is it really anywhere, anytime? Is it secure?

Work is something you do; not somewhere you go.

In this publication we will be exploring what Housing Associations demand from mobile technologies and the challenges they face in “making the most of mobility”.



ABOUT MOBILITY

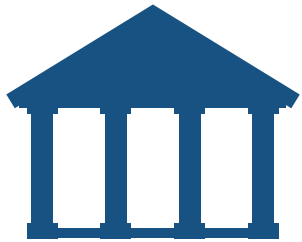
The average employee uses **3** separate devices for work every day

240 hours gained per person
per year through mobility

72% increase in the number of
devices managed in the enterprise
from **2014** to **2015**

As employees become increasingly mobile, the number of devices used for work increases. Mobility breeds productivity. On average, mobile workers are able to be productive for an extra hour a day.

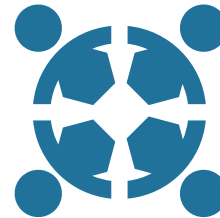
WHAT ABOUT **HOUSING**?



FRONTLINE SERVICE



GROWTH



PARTNERSHIPS



REGULATION

Mobility in the Housing Association sector impacts front line service delivery for both employees and tenants.

As the portfolio of services increases, Housing Associations are required to work in partnership with Government Services. Local Councils and a variety of Suppliers.

The demand for mobility is increasing. In 2014, mobile web access overtook desktop for the first time.

Housing is a regulated industry, so mobility impacts on both security and compliance.

REQUIREMENTS FROM MOBILITY



A word cloud of mobility requirements. The words are arranged in a roughly rectangular shape. The most prominent words are 'Video' (large, red), 'HA to Partner' (large, white), 'BYOD' (large, white), and 'SMS only' (large, blue). Other words include 'Call recording', 'Voice only', 'Email only', 'Seamless access', 'Consistent experience', 'Multimedia', 'Management & reporting', 'Business Continuity', 'Internal communications', 'PCI compliance', and 'HA to LA communication'.

PCI compliance
Voice only
HA to LA communication
Call recording
Email only
Seamless access
Video
HA to Partner
Business Continuity
Internal communications
Consistent experience
Multimedia
Management & reporting
SMS only
BYOD

Framing the requirements for mobility:

Feedback from within the Housing sector and from industry experts points to high expectations of mobility.

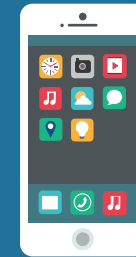
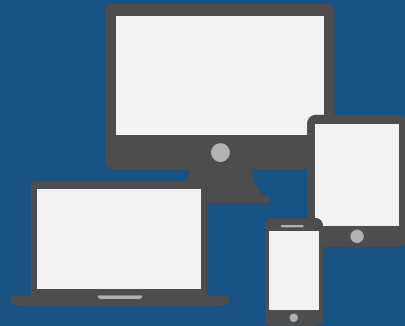
TWO SIDES TO MOBILITY

Business
Mobility



Work from anywhere

Use a variety
of devices



User Mobility
Smart Phone apps



Web interface

Multiple communications channels delivered by an increasing range of methods and devices.

Mobility works for both organisations and individuals. Remote and mobile employees need to interface with corporate networks from a variety of locations on a variety of devices.

Our tenant community is much larger than our workforce and demands instant access anywhere, any time, on any device.

CONVERSATIONS

REAL TIME (DUPLEX)

Telephony

Device to Device
Conferencing

Video

Device to Device
Desktop
Mobile
Room to Room Video
Video Conferencing
Video Broadcast

(NEAR) REAL TIME (SIMPLEX)

Instant Messaging

Device to Device
IM Group

Mobile Texting

P2P
Application Mobile
Texting
Broadcast

Interaction between employees and tenants is no longer limited to a simple phone call.
Mobility involves a range of real time and any time channels.

COMPLIMENTARY **APPLICATIONS**

REAL TIME (DUPLEX)

Presence

Status
Availability

Screen Share

Device-top share
Device-top
remote control
Presentation share

(NEAR) REAL TIME

File Share

Read only
Read/Write

Collaborative Working

Document publishing
Group Workspaces
Live shared editing

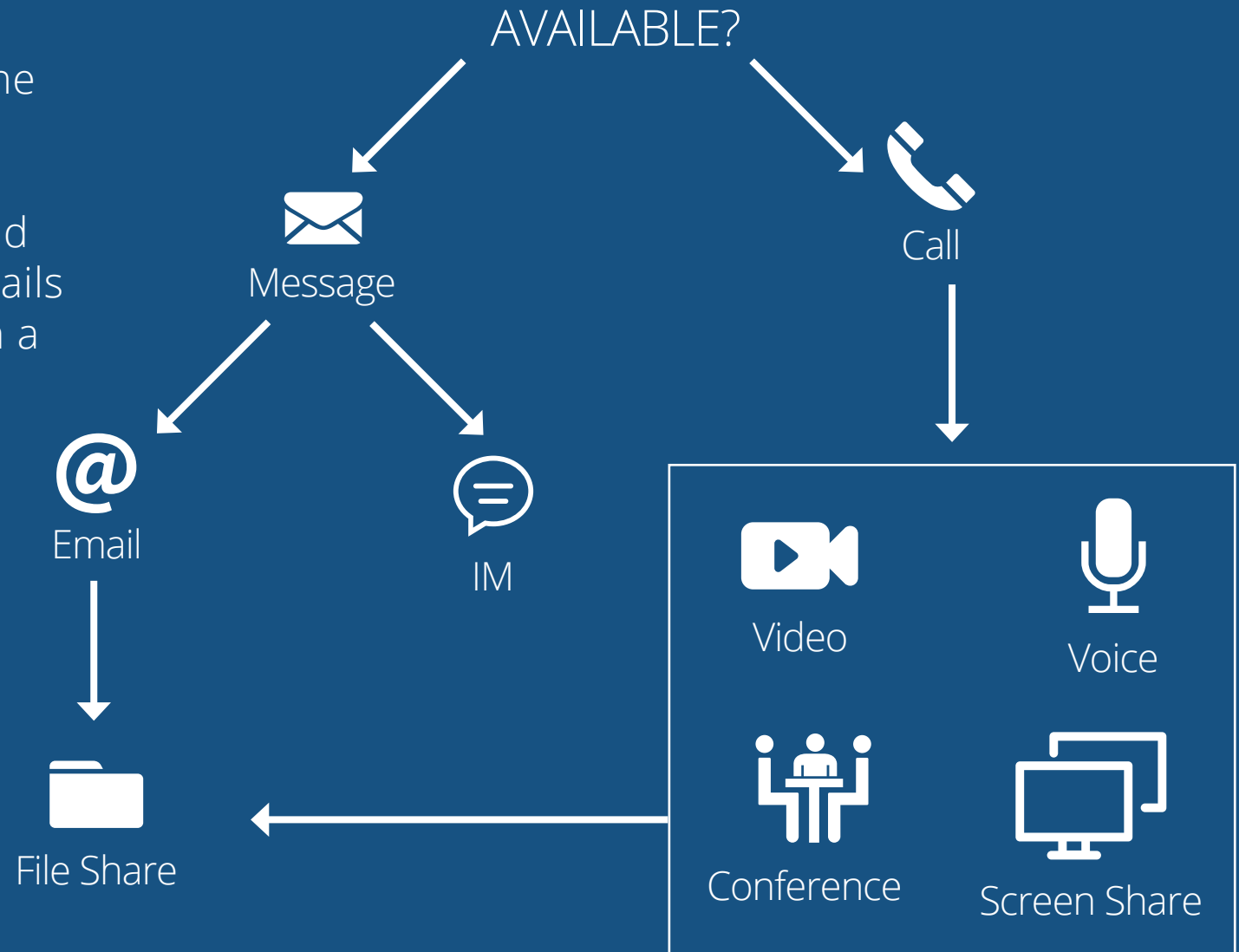
Interaction is more than just a conversation.

Multi-media presentations, file sharing and collaboration are all available to enrich communications.

HOW WE COMMUNICATE

Technology has changed the way we communicate.

We have evolved far beyond simple phone calls and emails to exchange information in a multitude of ways.



INFORMATION INTERCHANGE ENABLING **MOBILITY**



MESSAGING			✓	✓	✓	✓	✓	✓	✓
FILE	✓	✓					✓	✓	✓
CALL AND PRESENCE									
COLLAB									

A vast array of cloud and on-premise applications are being utilised to exchange information.

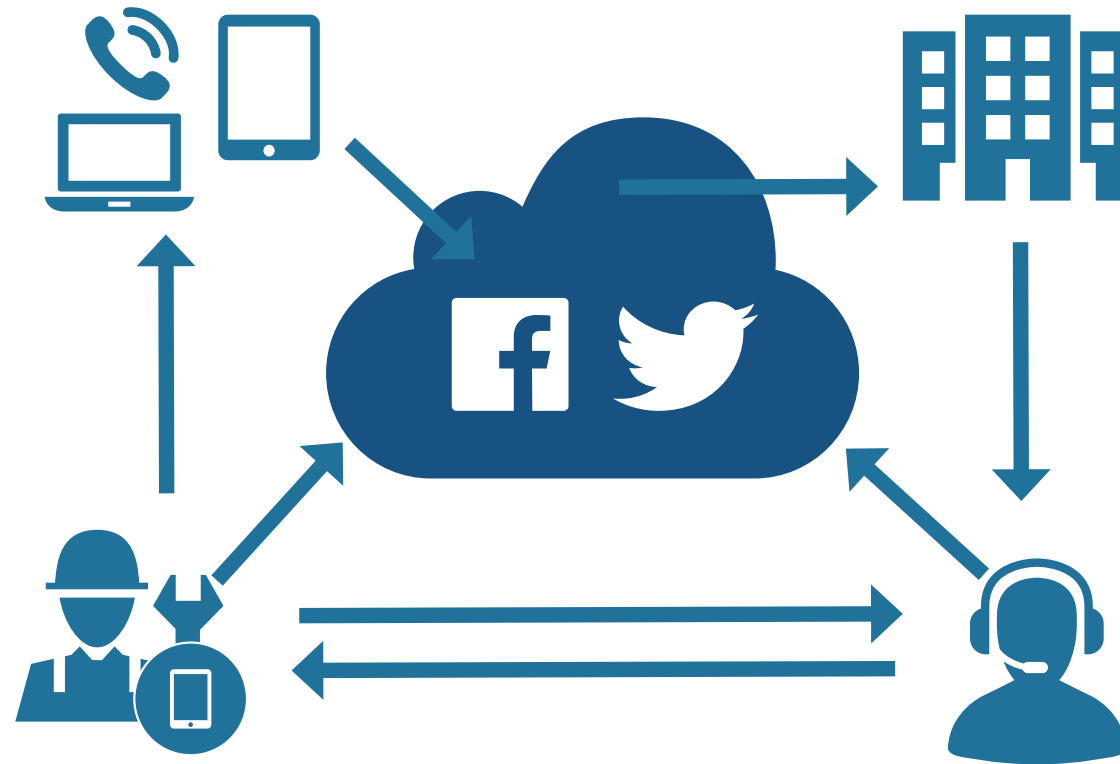
The boundaries between corporate and social media is also blurred.



MESSAGING	✓	✓	✓	✓	✓	✓	✓	✓
FILE					✓	✓	✓	✓
CALL AND PRESENCE	✓	✓		✓	✓	✓	✓	✓
COLLAB					✓	✓	✓	✓

For tenants to embrace digital, they want the convenience of interacting with Housing Associations using the collaboration tools of their choice and not be limited to the tools used by Housing Associations.

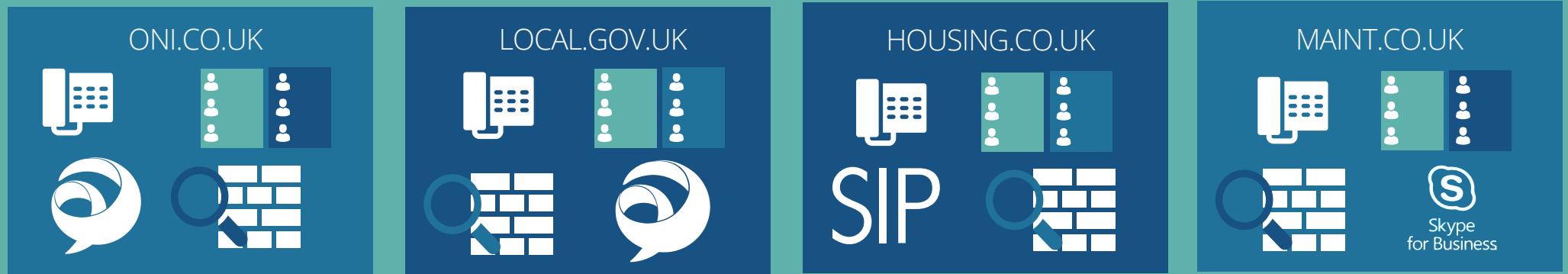
SOCIAL MEDIA CUSTOMER CARE



By using Cloud based collaboration tools the workforce no longer need to be constrained to the office.

They can also be located at home or on site and still enjoy a consistent collaboration experience delivered through both desk-based and mobile devices.

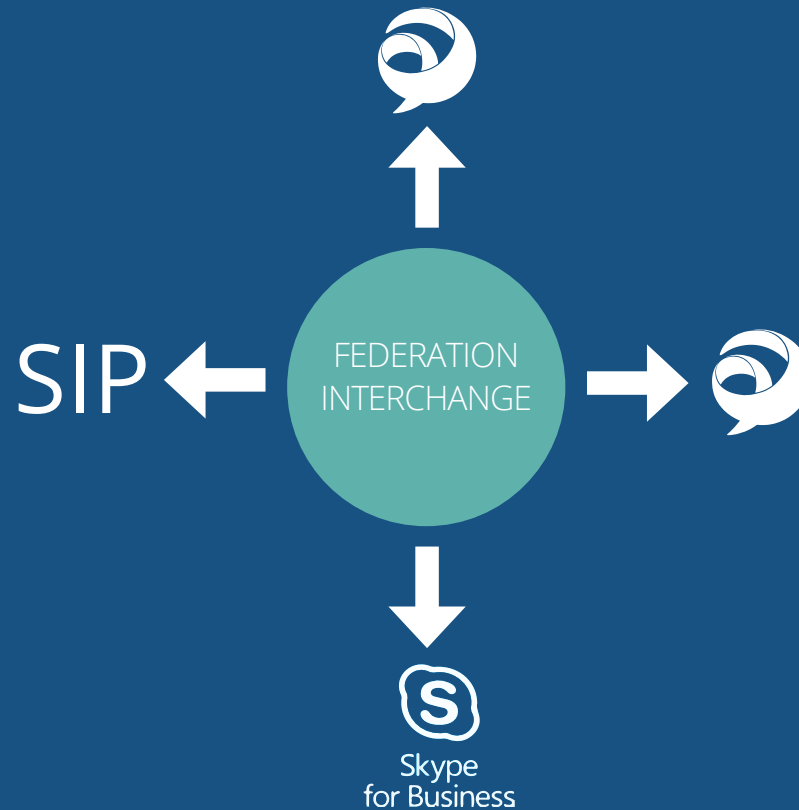
INTER-DOMAIN FEDERATION



How does ONI fit into the network?

By creating a federation of unified communications across Housing Associations, local government and service providers, users experience a truly integrated service that enables people to collaborate with external contacts, just as easily as with people inside the organisation.

WHAT WE ARE STARTING TO **SEE**...



We are starting to see an increasingly flexible framework of communication; all delivered via the cloud.

The Federation Interchange enables different collaboration tools to be integrated with each other so that information is shared across different platforms.

COMPLIANCE

AUDIT TRAIL



Voice/Video recording



Message retention

Version control



Retention policies

REGULATIONS



Share domains



Storage domains

Legislation



FSA

Liability



Security policies

The need for compliance places additional demands on the Housing sector, both in terms of data protection and the enforcement of process and policy.

Discover how ONI can improve your workforce
or arrange a demonstration.

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Established in 1992, ONI plc is a leading provider of IT services and solutions.
We deliver unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres.
Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, Net App, Veeam, Gamma, BT and Microsoft.