

Mobile Device & Communication Technologies Evaluation and Assessment



Robert Tilbury
Luis D. Morales

Instructor: Prof. Paul Lin
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Affect of Smart Mobile Device on mid-size business in the next 5 years - manufacturing

<p>Strength</p> <ul style="list-style-type: none"> • Connectivity • Customer Support • Product Tracking • Sales/Service Support 	<p>Weakness</p> <ul style="list-style-type: none"> • Cost of infrastructure implementation • Learning Curve
<p>Opportunity</p> <ul style="list-style-type: none"> • Integrate existing protocols/procedures • Platform Design • Lowering Lead times • Better forecasting 	<p>Threat</p> <ul style="list-style-type: none"> • IT Support for such infrastructure • Implementation Lead Time

IT Infrastructure

- Conferencing –
 - Real Time meetings,
 - webinars,
 - voice, video and web conferencing
- Customer Care
 - Contact Center
 - Speech and Video recognition
- IP Communications
 - VOIP (Voice Over Internet Protocol)
- Messaging
 - Instant Messaging
 - Voicemail
- Mobile Application
 - Move active calls between desktop and mobile smartphones
 - Up to the minute reporting to iPhone and Tablets

AT&T, Verizon, Sprint & T-Mobile

	Local/Long Distance	Internet	Call/Web Conferences	Networking	Bundles	
AT&T	Yes	Yes	Yes	Yes	Yes	
Verizon	Yes	Yes	Yes	Yes	Yes	
Sprint	Yes	Yes	Yes	Yes	Yes	
T-Mobile	Yes	Yes	N/A	Yes	Yes	

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Maximize work from home productivity

- New working laptop or table device
- Broadband Internet service (not necessarily the corporations responsibility)
- Corporate Smartphone device
- VPN (Virtual Private Network) for intranet access

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Customer On-Site Employees

- New working laptop or table device
- Broadband Internet service (not necessarily the corporations responsibility)
- Corporate Smartphone device
- VPN (Virtual Private Network) for internal intranet access
- Travel Reimbursement