

USECASE

ELIMINATING MOBILE BATTERY HEADACHES WITH ELEMEZ™



Mobile Battery Use Case

Mobility runs on batteries. Every mobile device has one, and they are commonly the source of mobility failures.

In a recent survey from B2M, the #1 issue raised by mobile workers surveyed, when asked about the stability of their mobile device, was battery life. VDC's most recent research highlighted that almost 70% of enterprises report that batteries frequently or occasionally do not last an entire shift of work.

Because workers cannot depend on their mobile device to work for them consistently due to battery failures, they have to react to the failed device by stopping work to swap devices or batteries, or potentially calling for tech support. This results in higher costs to the business for lost productivity (wages) and IT support.

Elemesz™ changes all of this. With Elemesz, we have an early-warning system as well as a real-time view of battery health. This allows us to proactively identify, troubleshoot and resolve batteries experiencing problems, often before the user even realizes there is an issue.

With Elemesz, we gain real-time status on:

1. **Batteries not able to last an entire shift.** Elemesz flags devices struggling to last an entire shift in real-time, so proactive actions can be taken. Many times, workers will not notify management of issues. In fact, our recent survey said that almost 30% of all workers never report an issue because they do not feel management will do anything about it, or they are afraid to report it. We need better tools to catch and flag this without workers reporting the problems.
2. **Discharge rate of the battery overall and compared to baseline performance.** Elemesz shows how the battery is discharging, or using up its charged capacity, and compares that to past performance for that individual battery. If we see a battery discharging at a higher rate than normal, it's indicative of a deeper problem related to either hardware or software that we can further isolate and troubleshoot using other real-time analytics from Elemesz.

Business Challenges:

The challenges of operating the help desk are numerous:

- **The cost of outages on mobility** contribute as much as 83% of all money spent on enterprise mobility annually.
- **Battery failure is one of the most common types of problems**, with the vast majority of workers and companies reporting this issue.
- **It's hard for tech support to understand what is causing poor battery performance** using the lack of tools in place today to look across all devices, applications and other assets and discover true battery hardware failure versus poorly-performing mobile applications.
- **Businesses often replace batteries on a defined maintenance schedule whether they need it or not**, which, while seeming to be a proactive way to eliminate battery issues, is actually quite costly as perfectly good batteries are replaced.
- **Workers know to just carry a spare battery**, which adds additional costs in mobile purchases as well as downtime for the worker.
- **Workers will switch bad batteries to new devices to ensure they pass the problem to someone else.** While this solves that worker's productivity problem, the net costs to the company are the same.

3. **Discharge rate of the battery per application.**
 Elemez shows how each mobile app is draining the battery and identifies applications that are problematic from initial install, as well as applications that behave poorly after new versions of the app are deployed. This allows change-management procedures to be radically improved, as app updates can now be given to a pool of devices and monitored in real-time to see how device performance for batteries and other parameters changes against baseline, or average past performance.
4. **Health of the battery.** As more and more batteries are “smart” and capable of reporting on the number of times they have been charged and the life they have left, we can use this information to alert on overall health of these batteries and flag any which are nearing end-of-life and about to die.

Summary

Until battery technology evolves to batteries which last days on end and can be recharged in an instant, enterprise mobility will continue to fight battery issues as one of the most common problems workers face in using mobility for critical business workflows.

70% of enterprises report their batteries frequently or occasionally do not last an entire shift of work.

Elemez provides the real-time insights and analytics needed to proactively spot battery issues, prevent battery failures and even predict battery problems in the future to minimize any impact bad battery performance can have on enterprise mobility performance.

Get in Touch

Contact us today to dramatically change how you manage mobility.

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Elemez Solutions:

Elemez meets the challenges above by shifting the operations model to being more proactive:

- ✓ **Prevent Outages Due to Battery Failure:**
 With Elemez, we can proactively replace batteries before failures occur and workers are impacted.
- ✓ **Isolate and Identify Root Causes:** With the in-depth analytics provided, we can quickly isolate and fix the underlying device, app or user behaviors causing battery issues.
- ✓ **Replace only when needed:** Elemez also allows the replacement of batteries only when really needed, avoiding scenarios we see often where batteries are replaced in a scheduled time interval “just because”. This add unnecessary costs to the business as healthy batteries are replaced for no reason.
- ✓ **Predict End-of-Life of each Battery:** With smart battery technology, Elemez can report on each device’s battery life and predict when failure due to end-of-life is going to occur. Armed with this information, management can proactively prevent failure of devices by replacing the end-of-life batteries in a scheduled maintenance window thereby preventing outages and ensuring workers never suffer any downtime.

Economic Benefits:

B2M can lower the True Cost of Ownership™ of Mobility by:

- **Improving worker productivity** by eliminating worker downtime and thus lost productivity costs as wages are paid for no output as batteries fail.
- **Eliminating downtime which negatively affects critical business workflows** by providing better tools to proactively spot battery problems and create solutions.

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