



Mobile Working Now

*A leading mobile solutions and data capture service provider,
on the current state of mobile working in the UK*



WorkMobile

OUTSIDE DATA | INSIDE KNOWLEDGE

Published February 2016
www.workmobileforms.com

Mobile Working Now

A leading mobile solutions and data capture service provider, on the current state of mobile working in the UK

Introduction

Mobile working has constantly been on the media agenda since the early 2000s. What was once a fanciful idea for technology analysts and 'future gazers' has become an everyday reality for millions of workers nationwide. From office workers who want the flexibility of working mobile, to businesses that want to drive productivity from their logistics personnel or monitor all types of labourers on construction sites, mobile working is touching

pretty much everybody in the world of work.

One thing is for sure, technology such as tablets, laptops and mobiles, and apps mean that it is now easier to work mobile than ever before.

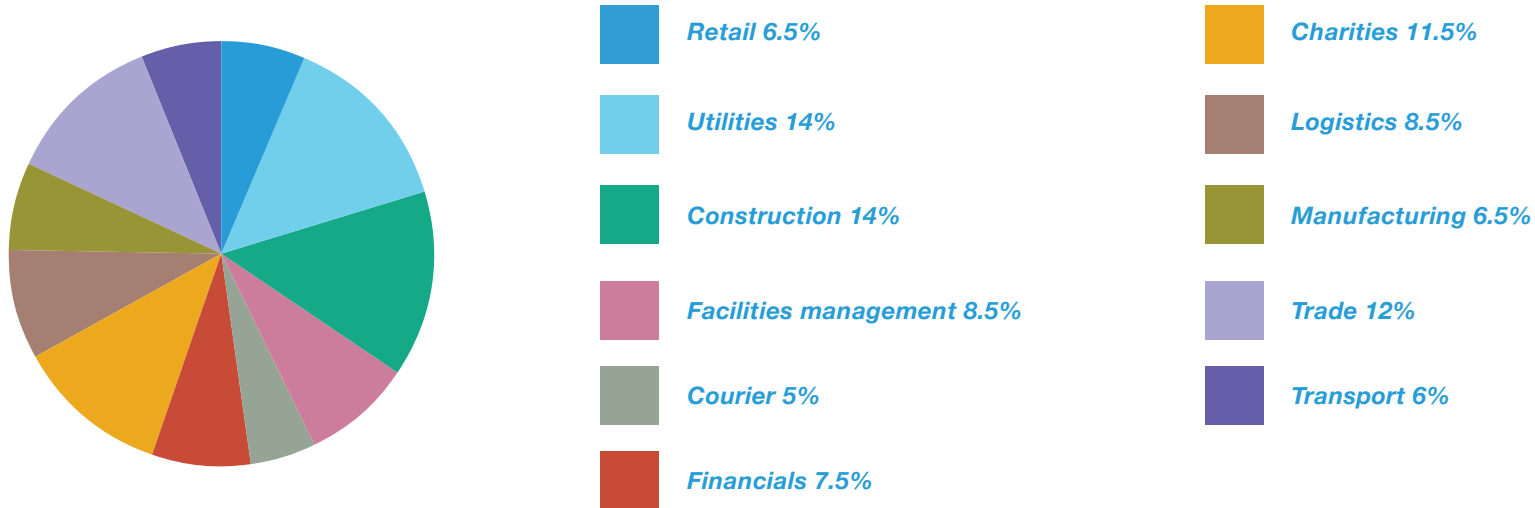


Our research

This report takes an in-depth look at the current state of the nation of mobile working in the UK. WorkMobile surveyed 200 mobile workers and 200 business owners across varying sectors to find out exactly what matters to businesses and workers, where they face challenges and, more importantly, where they see the value in the mobile working.

Key findings

The top sectors currently operating with mobile workers:



Increased productivity and **flexible working** are the top reasons why businesses would adopt mobile working technology.

The top reasons why workers would want to adopt mobile working technology are to **increase productivity, retain talent** and **create a happy workforce**.

Security issues are the biggest barrier for businesses looking to adopt mobile working.

Fear of change is the biggest concern for employees when it comes to mobile working and new technologies.

86% of business owners feel that one of the biggest risks of not adopting mobile working is **being left behind from competition**. However, mobile workers are more worried about a **lack of accurate data capture**, with **69%** citing this as the biggest risk.

58% of businesses implementing mobile working said that they believe it had added to productivity. **77%** of mobile workers also agreed with this statement.

Mobile working can **save businesses over £2,000** per employee, per year by eliminating the need for paper-based forms.

Why are businesses and mobile workers reluctant to adopt new technology and what is holding them back?

In a world that is becoming increasingly digitalised, businesses are now seeing the benefits and starting to not only use technology as a way to improve their own internal processes, but also as a driving force for how they grow. Despite this, there are still many businesses that are reluctant to take on the change.

When business owners were asked what the top barriers to adopting mobile working technology were, nearly three quarters (74%) said that security issues were holding them back and 70% were worried about the costs of technology. IT and internet problems were a concern for 53% of business owners, which conceivably ties in with the fact that 44% said they were afraid of change. Most business owners didn't see the change in managing and monitoring staff as a problem, with just 38% citing that it would hold them back from adopting mobile working.

There was much less doubt though when it came to the workers' technological capabilities (29%), or a lack of support or training around new technology (30%). Health and safety was the least of business' worries, with just 12% mentioning this.

Barriers to businesses for adopting mobile working	Percentage
Security issues	74
Costs of technology	70
IT and internet problems	53
Fear of change	44
Managing staff, monitoring staff movements/work	38
Lack of support/training	30
Technological capabilities	29
Health and safety	12

When mobile workers were asked what they felt were the top barriers for them when moving into mobile working, a fear of change came out top with 77% citing this as their biggest doubt and a potential barrier for their employers. IT and internet problems (67%) and security issues (66%) followed closely as some of the top barriers.

43% of mobile workers were also concerned about the technological capabilities of the team, making it no surprise that 65% felt that a lack of providing support and training held them back. Similarly to business owners, health and safety was the least of their concerns (11%).

More than half of workers surveyed were worried about managing and monitoring staff movements (54%) and 41% saw the cost of technology as a potential barrier for companies to adopt mobile working.

Barriers to employees for adopting mobile working	Percentage
Fear of change	77
IT and internet problems	67
Security issues	66
Lack of support/training	65
Managing staff, monitoring staff movements/work	54
Technological capabilities	43
Costs of technology	41
Health and safety	11

What are the main risks to businesses if they choose not to adopt mobile working technology?

Many businesses and employees feel reluctant to take the transition to mobile working, but what are the risks to businesses if they choose not to move with the times and how do they feel about this?

When both businesses and mobile workers were asked what the top risks were for businesses, the dominant three were cited as:

- Being left behind from competition
- Lack of accurate data capture
- Lapse of process/workflow management

A significant **86%** of business owners feel that the biggest risk of not adopting mobile working is being left behind from competition. Whereas mobile workers are more worried about a lack of accurate data capture with **69%** citing this as one of the biggest risks.

The lapse of processes and workflow management without mobile working technology was a cause for concern for **65%** of business owners and three quarters of mobile workers.

Business owners

The biggest risks for business owners	Percentage
Being left behind from competition	86
Process/workflow management	65
Lack of accurate data capture	57
Lack of productivity	35
Unhappy staff	28
Costs	14

Mobile workers

The biggest risks according to mobile workers	Percentage
Process/workflow management	75
Lack of accurate data capture	69
Being left behind from competition	62
Unhappy staff	53
Lack of productivity	53
Costs	44

How mobile working can effect your workforce

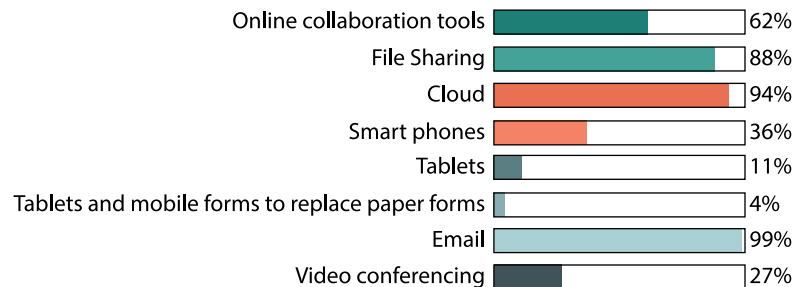
To weigh up risk and return, we need to look into the pros and cons that mobile working can have for businesses, and employees, and where they already sit when it comes to adopted technology.

72% of mobile workers said they work harder now, compared to when they were not mobile.

However, when asked about the higher level of work, **63%** said that this resulted in them working longer hours. Of the **63%**, only **26%** said that they didn't mind the extra hours, compared to nearly three quarters (**74%**) who said they did.

When asked about which types of mobile technology businesses and employees had already adopted, email, the cloud and file sharing came out as the most commonly used. Only **36%** used smartphones as an aid to working and as little as **11%** used tablets, with a tiny **4%** using mobile forms as opposed to paper ones. Despite existing in a digital age, this highlights the fact that many businesses are not taking advantage of the technology and tools available.

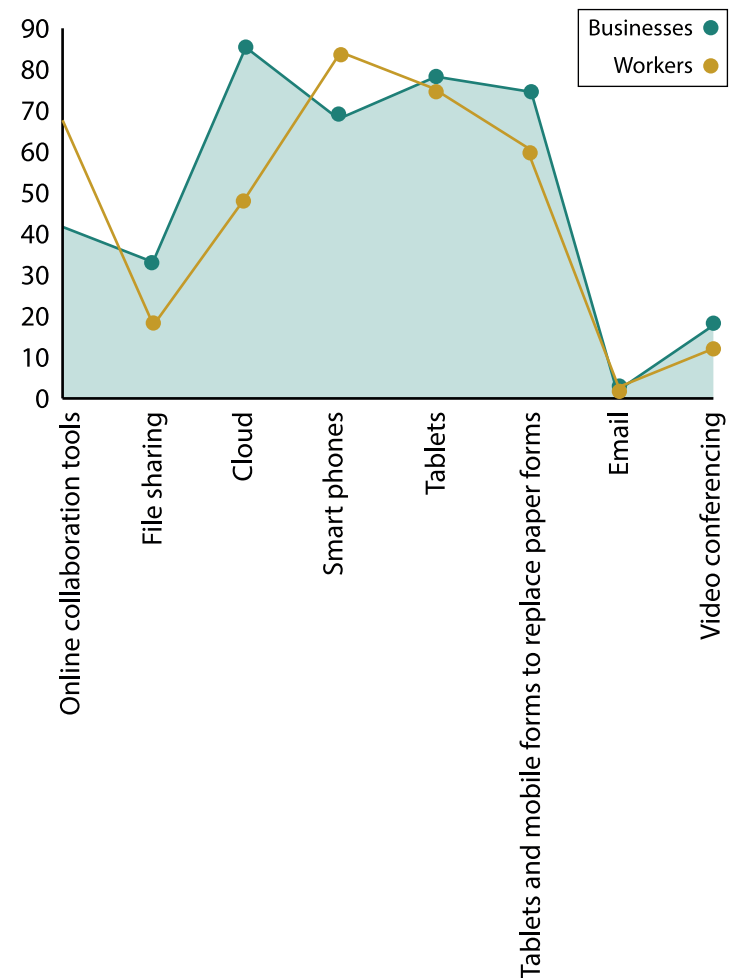
Index of most used mobile working technology currently adopted in business:



Interestingly though, when asked what types of mobile technology

they would like to adopt, business owners stated tablets (**78%**) and mobile forms to replace paper ones (**75%**) as two of the top desired after the cloud (**85%**).

Mobile workers were on a similar wavelength with **83%** wanting their company to invest in tablets to aid mobile working and **94%** eager to work from smartphones. Online collaboration tools were important for **76%** of respondents followed by **68%** being enthusiastic about the idea of mobile forms to replace paper ones.



How can these issues and challenges be overcome?

Creating a happy workforce

With **63%** of mobile workers claiming that mobile working has meant they work longer hours, and just **26%** said that they didn't mind this, companies need to show employees the benefits of this flexible working structure.

BYOD, otherwise known as bring your own device, is where businesses allow employees to bring their own laptops, tablets, and smartphones into the workplace and use them to access company information, data and programs. Welcoming BYOD policies provides a whole host of valuable benefits. In addition to being a flexible way of working, when an employee can work from and use a device of their own choosing, it's more enjoyable than being forced to use a corporate-issued device. This all makes for happier and more productive users.

Combatting security issues

Security issues were cited as one of the top reasons holding businesses back from

adopting mobile technology.

Many mobile working platforms, such as WorkMobile, are hosted on the cloud. When files are saved to the cloud they are automatically backed-up to ensure safe and secure storage. Sensitive information can be locked down and accessed or shared with either all, or selected, staff members, whether they're in the office, or out on a job.

Additionally, for solutions like WorkMobile, security and confidentiality are key attributes of the product and developers have ensured that the infrastructure meets the highest performance and security criteria. WorkMobile's data centres meet the highest accreditation standards conforming to ISO 27001.

Eliminating risk and keeping ahead of the competition

Mobile technology opens businesses up to endless possibilities and **86%** of business owners noted that the biggest risk of not adopting mobile working is being left behind

from competition. Mobile workers said they were more worried about a lack of accurate data capture with **69%** stating this as one of the biggest risks.

When it comes to keeping ahead of the competition, a good mobile solution provider will be able to tailor a platform to the specific needs or size of a business to keep them ahead of the game. Customer feedback surveys and mobile payment processes are just a few ways to make firms stand out against competitors and become the first choice for customers.

Inaccurate data capture is largely down to human error, however there are ways of eliminating the risk of this happening and making it easier for mobile workers to do their job as precisely as possible. As well as being able to monitor and share all manner of information, mobile applications linked to the cloud can automatically update and back-up information at the touch of a button, both on-site and off. This kind of mobile solution reduces user errors and the risk of losing important information, something easily done using paper-based methods.

The monetary value of mobile working

We now know the personal and functional value that mobile working holds for employees and businesses, but does the monetary value carry through?

When surveyed, the majority of mobile workers (77%) said that their work structure has added to productivity and, as a result, 67% said they believe it has saved the company money.

Business owners themselves supported this trend with 58% of companies stating that mobile working has added to productivity and 39% confirming it has contributed to business savings.

But how much are businesses spending in reality and how much could they be saving?

When business owners were asked how much they thought their company was spending on paper work and admin processes per year, more than half said they were spending between £10,000 and £50,000. Whereas 3% were spending less than £1,000. While these figures of course would depend upon the size of an organisation, there is clear room for improvement.

Amount spent on admin and paper processes p/a	Percentage
£0-£1,000	3
£1,000-£5,000	15
£5,000-£10,000	17
£10,000-£50,000	52
£50,000+	13

However, when business owners were asked what annual price range they felt was realistic for their company to adopt a mobile form solution for field operatives, the majority interestingly said they'd still be prepared to invest up to £50,000.

Price range per annum	Percentage
£0-£100	0
£100-£5,000	39
£5,000-£50,000	55
£50,000+	6

WorkMobile calculated cost savings based on average paper usage and submission of forms per year and found that:

On average it costs businesses £2,103 per year to process paper forms, whereas it costs just £144 to process mobile forms per year. The results show that £2,089 per employee could be saved per year*.

Businesses are clearly prepared to invest heavily in mobile working and paper-saving processes, and this could be due to a number of reasons to do with growth, efficiency, or because they feel the return on investment will be significant.



Summary

As we continue in the midst of the digital revolution, mobile technology, such as tablets and smartphones, are continuing to become increasingly integrated into daily life. Two thirds of people in the UK now own a smartphone, and as a result, an increasing number of companies are continually discovering the benefits of going digital and utilising BYOD.

Despite concerns over security and a fear of change being the biggest barrier to most, sectors all over the business world are starting to welcome mobile technology and becoming increasingly savvy when doing so. The construction and utility sectors are seemingly ahead of the curve compared

to other industries when it comes to being mobile. Perhaps this is because it has been essential for those sectors to operate with so many field workers, whereas the financial sector is much more office-based.

Either way, businesses need to reap the benefits, avoid being left behind and keep up with competition, not only on the customer side but for employees too. Employees are demanding perks and moving jobs more than ever before. Therefore, both business owners and employees need to be open to adopting new devices and flexible processes in order to keep a happy and motivated workforce and, in turn, happy customers.

Our research has highlighted that companies simply aren't utilising the technology and tools available to create a beneficial mobile working environment, despite recognising the benefits of increased productivity and huge cost savings. Now is the time for companies to start taking advantage of the opportunities mobile technology presents for their industry.

For more information, please contact:
info@workmobileforms.com

+44 (0)161 464 6220

WorkMobile, Lowry Mill, Lees Street, Swinton,
Manchester, M27 6DB



WorkMobile

OUTSIDE DATA | INSIDE KNOWLEDGE

***Sources for cost savings**

Average app store rating is based on the combined rating across Android, iOS and Blackberry (averaged to a scale of 5), as of 21.09.15.

Average cost saving/year, cost to process a paper form and cost to process a WorkMobile form is based on a survey of 67 WorkMobile customers on 21.09.15 (average adjustment to represent a 10 person company).

Based on a WorkMobile® credit purchase price of £0.14 per credit.

500 pages per ream at £2.32, Colour printer costs – £0.06/page (based on cartridge/user and depreciation costs)

Transport to and from – assume 0.02p per K, 50km per day, 200 forms, Driver costs assume 2 hours per day, 200 forms = £0.11

Data Entry Clerk £10.59/hour cost to company- 1 sheet for data entry takes 10 minutes. £10.59 = £1.77 per sheet 20,800 Sheets per filing cabinet taking 1m2. £546 price for 4 draw cabinet + £10.59 sq metre per month