

# Mobility Should Take Your Business All Over the Place. Managing It Shouldn't.

## Just when did the world become mobile?

These days, that's a hard question to answer. With every day that passes, it becomes harder and harder to remember a world without mobility.

What did businesses do before information could be shared, and decisions made, within the few seconds required to send and receive a text message or email? How did employees and partners create solutions without the ability to collaborate virtually and instantaneously? How did businesses solve customer problems, or act on opportunities, without the ability to make calls and share information at any time, from any place?

## It's hard to remember, isn't it?

As much as mobility has become an inherent part of the extended enterprise, managing it properly is still a very real challenge, and a daunting one. And it's not surprising, considering the sheer number of factors that comprise a successful mobile deployment.

Enterprises struggle to understand and prudently manage their considerable wireless expenses. They must maintain and keep up with plans and contracts from numerous carriers. They need to identify all the devices their business and employees use—and ensure they're used appropriately. They must then be able to discern what information and applications are being deployed across their mobile fleet. And they need to ensure those devices and applications are secure.

Whether you're the CIO, the CFO, or the CSO, mobility is a challenge that can impact you, your people, and your ability to meet your business goals. The time you spend trying to identify and manage mobility and all its moving parts represents time, resources, and focus taken away from goals and initiatives that can move your business forward.

Fortunately, with Verizon Mobility Professional Services, you now have the freedom to shift that focus back where it belongs.

## Mobility Doesn't Have to Be a Headache.

The Verizon Mobility Professional Services suite was developed to help make mobility a business asset instead of a business challenge. We offer a series of professional consulting engagements designed to help you accurately take stock of your mobile technologies—and ultimately manage, protect, and leverage them prudently.

Whether you're looking to consolidate your mobility environment or upgrade it, secure it or better control it, we offer the expertise and the disciplined approach necessary to help you take advantage of all your mobility plan has to offer, serving as a dedicated resource focused on helping you manage your mobile inventory, security, and expense.

As a result, you can simplify the management of your mobile assets. You can lessen the burden on your IT staff. You can streamline business operations. And you can control needless expense.

## WHY SHOULD YOU RELY ON OUR PROFESSIONAL SERVICES EXPERTS?

- Over 130 specialized consulting services available in more than 30 countries
- 2,700+ professional consultants provide support around the globe
- Recommended as an ideal partner by industry analysts
- An industry leader in security, managed, and hosted services
- Ability to leverage global IP network
- Use a vendor-neutral approach to get the right solution
- An end-to-end solution led by the same team of professionals involved in the planning, design, implementation and migration stages



## Professional Services that Run the Spectrum – So You Can Run Your Business

It's hard to find two businesses that fall at exactly the same spot on the mobility continuum. Some enterprises are just beginning to incorporate mobility into their IT strategy. Some have a well-established mobility plan, but want to define and enforce stronger user policies and standards. Some are focused on understanding and better managing the various devices used by their mobile workforce and their associated expense. Others are focused on updating and adding new controls to help secure their mobile fleet.

No matter where your business falls on the spectrum, Verizon offers professional services that can help you make the most of the mobility assets you already have—and help drive mobility initiatives that can improve the way your people work.

Today, the Verizon Mobility Professional Services suite includes both strategy and deployment offerings, available as stand-alone services or delivered in conjunction with our managed mobility services, as well as mobile application security services. The offerings include:

<b>Mobility Deployment Strategy</b>	The road to a successful mobile deployment can be long and complicated. Luckily, we've got your road map. We can work with you to take stock of your current environment—and then create a comprehensive plan to develop or improve your mobile strategy. By focusing on areas including expense and inventory management; logistics and procurement; device management; security; and applications management functions, we can help you create a mobility plan targeted at controlling expense, driving productivity, and achieving return-on-investment targets.
<b>Mobile Collaboration</b>	Unified communications and collaboration applications can help your employees get business done faster and serve your customers better. But are you currently making those applications available to your mobile users? Our professional service experts can help you ramp up mobile collaboration applications fast, and identify opportunities to incorporate collaboration applications into your mobile devices. We can also help determine ways to quickly leverage your existing unified communications and collaboration investments by extending their availability to mobile users—allowing them to be even more productive.
<b>Telecom Expense Management Service Best Practices Advisory</b>	No matter how extensive your mobile deployment is, it's nothing compared to the contracts, bills, and provider data that accompanies it. Our Telecom Expense Management Service Best Practices Advisory service offers you an intelligent, comprehensive approach to managing wireless expenses. Our experts can review your current capture and payment management processes; help you set inventory and expense baselines across multiple providers; implement automation to support standardized business processes; create formal billing dispute resolution processes; and deliver an integrated, comprehensive expense management delivery approach. The payoff? Better understanding and an opportunity to control needless expense.
<b>Mobile Device Policy Development</b>	Strong mobile usage, security, and applications policies are an advantage—but only if they're intelligently set. Our analysts can evaluate your current device and subscriber policies and standards to make sure they're providing the control and security you need, while enabling the productivity they're intended to provide. We can also work with you to develop and implement new device and user policies; analyze and control plan usage; set device profiles and parameters; synthesize varied policies and plans; and establish lockdown controls to help protect your information assets and enable your people.

## Expertise in Areas that Matter

Our Mobility Professional Services span key enterprise business areas including...

- Managed Mobility Framework & Business Process Consulting
- Best Practices and Advisory Services
- Mobile Deployment Discipline Competencies
- Teleworker Framework Consulting
- Enterprise Mobile Unified Communication Application Deployment and Support
- Enterprise Mobile VoIP/IP PBX Deployment and Support
- Mobile-Centric Enterprise Security Assessment and Policy Development Consulting



<b>Mobility Security Assessment</b>	Are your mobile data and devices as secure as they need to be? We can work with you to identify threats and vulnerabilities in your mobile environment—and then offer you recommendations for strengthening protection mechanisms and removing weaknesses. We can also help you establish device baselines; develop client and web-based application approaches; secure email delivery; and establish mobile PKI and VPN infrastructures.
<b>Mobility Risk &amp; Compliance Consulting</b>	Mobility means faster decision-making capabilities and improved responsiveness. Not surprisingly, it can also mean increased security risk and compliance challenges. Fortunately, Verizon can help. Our experts can conduct a mobility-centric analysis of your current security program to create, evaluate, or update security policies and controls. We can also confirm that your policies address industry best practices and standards. As a result, you gain the intelligence and peace of mind necessary to focus on the business at hand.
<b>Mobile Application Security Consulting</b>	Security breaches can represent more than lost data, costly service outages, and business interruptions. They can also translate into damage to your brand and diminished customer trust. Our security experts can work with you to test for vulnerabilities that could potentially affect your business applications—and take the right steps to secure them.
<b>Dedicated Implementation Consulting</b>	Implementing an enterprise-wide mobility plan is one task you don't want to take on alone. With our Dedicated Implementation Consulting services, you have an ally, an expert, and an enforcer at your service, ready to help plan, carry out, and support every aspect of your mobile deployment. You'll be teamed with a dedicated program manager who will take the lead in preparing for, executing, and supporting your mobility plan. Beyond that, your dedicated consultant will serve as your resident subject matter expert on pre- and post-deployment questions and issues—and will help educate and train your staff so they can support your mobility program effectively.

**Verizon Business is a global IT, security, and communications solutions partner to business and government, with the world's most connected public IP network.\* Our broad range of strategic solutions, services, and expertise can help you improve infrastructure and application performance, secure your data wherever it is, create a collaborative environment, and connect with your customers, partners, suppliers, and employees when and where you need to.**

Contact your account manager or visit [www.verizonbusiness.com](http://www.verizonbusiness.com) to learn more about our Mobility Professional Services...and learn how we can help keep your business moving.

\* Based on number of autonomous system network connections, 2008 TeleGeography Global Internet Geography Study.  
 Services are available to customers in the U.S. and select countries around the globe. Managed Mobility Application Management is scheduled to become available by June 2010. Please see your Verizon Business account manager for complete details.

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