Managing the Inventory, Life Cycle, and Services of Mobile Inventory

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Define Mobile Inventory

- Not Laptops
- Blackberrys, Treos, Windows Mobile Devices and the (oh, no!) iPhone
- Please shoot us now!

Assessment!

When choosing approach on how to manage:
Manpower – what resources with what expertise do you have to support and manage devices?
Costs – evaluate ALL costs – staff time for support, accounting time for billing, replacement devices, peripherals, unexpected expenses, etc.
**Policies should drive decisions**

- Who owns the device? Firm or attorney?
- Who pays for what? Firm pays for data, attorney for phone, txt, roaming, 411?
- Who pays for lost, stolen, or broken devices?
- How do you bill it? Split billing, reimbursement?
- How often will you refresh the fleet and who decides who gets what device?
- Can you afford to manage this for multiple carriers?

**Feature set also a decision factor**

- What level of security are you going to enforce and/or implement (passwords, remote kill, remote wipe)?
- Do you want to push other applications to handheld devices (DMS integration, firmwide directory)?
- What carrier provides the best coverage in your key location(s)?
- Is international roaming capability key?

**This is a good time to review/re-assess**

- Introduction of BlackBerry BOLD and "enterprise" iPhone makes this a good time to reassess your approach
- Review your current status and plan for the future
  - Will you support iPhones, other Windows TS devices, applications such as GSM, browsing, games, etc.?
  - Does your firm have a standard device or are attorneys allowed to select what they want?
- Toys or Tools?
Next Generation

- New devices like the iPhone offer a multitude of applications and options – changing the playing field. What to pick and how to support it.

- Determine strategy – in-house support or outsourcing

Managed Internally

- If owned by the firm or not – the devices need to be tracked. Excel or a simple Access database
  - Track as much info: phone #, SIM #, IMEI, etc.
    - as you can – saves time and effort later

- Firm needs must take priority
  - Must be password protected
  - Can be wiped and re-set if messed up by owner

Managed Internally – Cost – Burns & Levinson

- Determine reimbursement and charge back
  - Manually charge back phone, text, 411, roaming charges to those who have phone plans – very time consuming which = expensive
  - Considering moving to plan where the attorney buys the device and we reimburse flat rate for data plan only.
    - Device belongs to the attorney – we manage it while they are at the firm.
  - Costs add up and the devices are EXPENSIVE to support
Managed Internally – B&L experience

- Previously all-RIM; WM capable and testing iPhone
- Almost a prerequisite for attorneys – Everyone needs a Blackberry!
- Blackberry advantages seen at B & L – device encryption, ability to apply comprehensive IT policies (forced password, password complexity and timeouts, etc); Attachment viewing and supported formats; User-friendly tools to manage including Blackberry Manager and Handheld Configuration Tool

Managed Internally – Cost – Sidley

- Determine reimbursement and charge back
- Firm pays data charges for all devices
- Partners wishing phone service may add to Firm’s account, and charges hit their draw (manual process)
- Associates wishing phone service must assume responsibility for data service (COR process), then submit for reimbursement for data
- Staff devices must be approved by Executive Director
- Lawyers and approved staff may synch personal BB devices
- Lawyers pay to replace lost/stolen device (Firm does not carry insurance on these); Firm pays to replace broken devices
- One FTE devoted to BlackBerry handheld support

Managed Internally – Sidley experience

- Firm supports only BlackBerry devices at present
- All Lawyers have the option for a BlackBerry device
  - Pick from intranet selection site
  - 95+% adoption rate
- Nearly 2,000 devices supported with 6 different carriers (2 carriers for US; various for non-US)
- Two-year lifecycle with automatic refresh
- Keeping all devices to consistent OS/patch level is a challenge
- Device churn is very high; makes asset management difficult
Outsourcing - Advantages

- Device and accessory procurement
- Asset management, licensing, etc.
- Automated device plan takes care of moves, adds, changes, suspends, deletes, etc.
- Outsourced end user support
- Platform agnostic administration: Blackberry, Good, Intellisync, MS Exchange (TS and iPhone)
- Managed billing can lead to cost control

Outsourcing - Disadvantages

- Expensive for small/mid-sized firms – number of devices making it cost effective – 1,000 or more
- Loss of control (but is that a bad thing?)

Wrap-up

- A quote from a favorite colleague – Shirley Crow
  "When I despair that these dammed things take far too much staff time, I remind myself that they are technology that is very very useful to my customers."

- Questions?