Enabling the Mobile Enterprise

Supporting Seamless, Intuitive and Secure Enterprise Collaboration.

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Enabling the Mobile Enterprise

Mobility is dramatically changing the way that work gets done. To maximise the impact of transformation programs the mobile enterprise requires seamless integration between mobile, digital, and business initiatives.

Native apps running seamlessly and securely on the world's best devices over the world's best corporate networks, providing real-time access to data and analytics, and should empower users at the point of need, any time, and anywhere.

Increasing a company's collaboration capabilities with connected apps allows information exchange between dispersed teams within the company to grow. It also can affect sales and the customer experience when externally available – audio and video interaction with customers provides a richer interaction experience and increases customer satisfaction and sales.

Businesses are embracing mobility as they empower their workforces to be more efficient and innovative. An increasing number of employees, for example, are using iPhone to collaborate through video and voice while roaming. However, in buildings with many access points and wirelessly connected devices, network traffic congestion can create frustrating latencies, data loss, and dropped calls.

Though the quality of mobile calls has improved in recent years, video calls on Wi-Fi networks can experience degradation ranging from minor video pixilation to completely disconnected calls. Minor pixilation may go unnoticed or cause a slight annoyance, but completely disconnected calls can be frustrating and can crush productivity.

A Cisco wireless infrastructure optimises the roaming experience for employees using iOS devices, enabling a unique handshake that allows an iPhone or iPad device to determine the best Cisco access point to connect to. It also helps the device make quick and efficient transitions between access points.

New features in iOS 11 and macOS 10.13, along with the latest networking, collaboration and security solutions from Cisco, allow businesses everywhere to take full advantage of their infrastructures and deliver a more intuitive and reliable user experience for apps, calling, and collaboration. In addition, Apple and Cisco are bringing together what they do best in security to make iOS devices deployed in the enterprise even more secure and compliant.

Combining the Best in Mobility and Networking

Mobility is dramatically changing the way that work gets done. Business leaders are reimagining operations, streamlining processes, improving the customer experience, and increasing employee productivity.
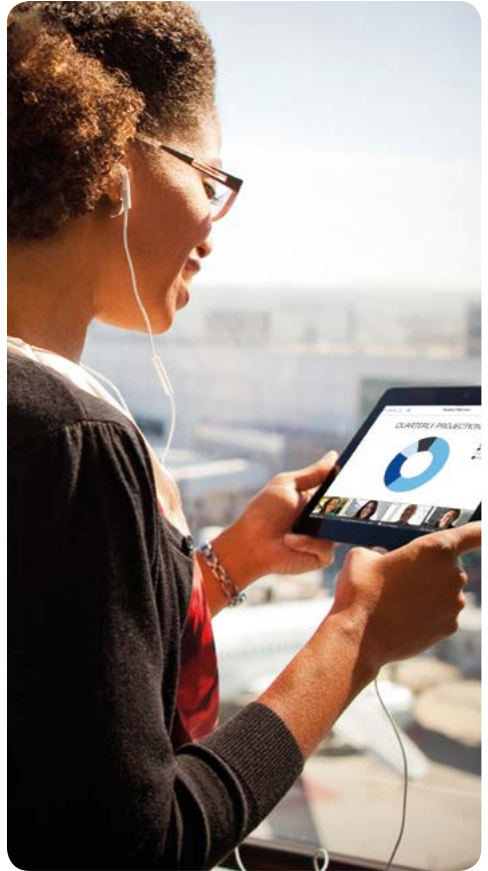
Meanwhile, IT is tasked with improving mobile employee productivity, while also reducing costs.

Apple and Cisco are uniquely positioned to help you to bring mobility to your enterprise; both are keenly aware that your success depends heavily on the mobile devices deployed and the networks that they run on.

When an organisation plans to mobilise its workforce, it looks for a platform that can support its new requirements. Apple and Cisco, working together, have added even more capabilities to enhance the integration of iOS devices into a company's security approach. From increasing a company's ability to gain visibility into their fleet of iOS devices, through adding a greater degree of control in protecting users from malicious sites, to increasing the privacy of Internet address queries, each advance helps to protect the user. Because, while iOS devices are secure by design, the Internet is not.

Apple offers the most innovative mobile technology in the world combined with the world's most advanced operating systems, iOS and macOS. And Cisco – offering best-in-class networking, collaboration, and security solutions – has led every wireless transformation since the inception of wireless.

Together, Apple and Cisco have created a secure, business-class experience for iPhone, iPad, and Mac. With new iOS and macOS features and the latest networking software and hardware from Cisco, businesses everywhere can leverage their infrastructures to deliver a great user experience for apps, calling, and collaboration.

Seamless and Intuitive Collaboration

As the complexity of business operations increases, the need to improve collaboration among often-dispersed teams increases. A mobile workforce requires easy-to-use, high-quality solutions that integrate multiple forms of communication and meet real business challenges.

In response, Apple and Cisco have combined intuitive end-user experiences with industry-leading enterprise collaboration services to improve how people work together such as simplifying joining a Cisco meeting directly from an iOS notification, sharing the screen of your iOS device and making, or receiving, a Cisco VoIP call as simply and easily as you would any other call.

Securing enterprise mobile users - anywhere

Apple and Cisco are partnering to deliver the deepest level of visibility and control for enterprise-owned iOS devices – enabling businesses to expand iOS adoption in new ways and helping to remove potential roadblocks due to security and audit concerns.

One result of this partnership is the Cisco Security Connector — an iOS app that can be deployed on supervised iOS devices via a mobile device management (MDM) solution. It offers organisations the most granular view of what is happening on enterprise-owned mobile devices and provides the best protection for users, anywhere they travel.

From the beginning, Apple designed iOS to be simple, intuitive, and powerful, with security built into its core. Through a combination of device encryption, privacy controls, and other security features, iOS provides the most secure and private mobile experience for businesses.

Securing devices is not the only concern — users also face a tremendous amount of risk on a daily basis. For example, how do you prevent users from clicking on phishing links in text messages and ending up on bad sites? Are users accessing enterprise data using

the proper apps? Cisco Security Connector can protect users of iOS devices from connecting to malicious sites, whether on the corporate network, public Wi-Fi, or cellular networks.

Turbocharge your network

Your employees need a reliable enterprise wireless network that supports the apps required to run your business. At the same time, IT must meet growing network demands, resulting from an influx of mobile devices, apps, and laptops. In this context, IT's objective is to simplify service delivery and network management by automating manual, time-consuming tasks and by identifying and addressing issues before they become problems.

Increasing amounts of data and devices in the modern business environment lead to increased use of a company's network. This is illustrated by the dramatic growth of mobile data. It's growing two times faster than fixed IP traffic as people and companies change their preference in form factor.

The increase in network usage, which affects companies at all stages of their digitisation and mobilisation journey, also increases the need for efficient, reliable networks to enable the apps your teams rely on to get their work done.

Optimising the Wi-Fi network for your mobile users provides the ability to prioritise business-critical apps, can speed up their response times, and can increase their ability to access critical data and take actions at the right time.

To make this possible, Apple and Cisco have joined forces to provide the following network enhancements:

Seamless roaming

Move freely. With Cisco Wi-Fi Optimisation for iOS, iPhone and iPad devices quickly connect to Cisco access points with a simple handshake. You get less lag time when roaming, fewer dropped connections, and significantly improved app experiences. With intelligence from Cisco access points, iPhone and iPad devices automatically turn on features that create an optimal wireless experience.

Faster troubleshooting

Connectivity issues aren't always network issues. Through Cisco Wi-Fi Analytics for iOS, you can see how iPhone and iPad devices see your network. Which access points do your iOS devices see? What is the level of performance? Why did the device disconnect? With these insights powered by Cisco DNA Center assurance capabilities, and rich telemetry data from iOS 11, you can troubleshoot faster and more thoroughly.

Fast Lane

Not all applications are equal. The Apple and Cisco partnership gives business apps the priority they deserve. It's easy to manage Quality of Service settings, so your most important iOS and macOS apps get the bandwidth they need, and your users get a high-quality experience. For example, when a user is on a Webex Meetings call their conversation does not get choppy even if there is another wireless user loading the network with a non-work-related video streaming app.

Fast Lane is turned on automatically by the handshake between iOS devices and the Cisco network, simplifying complex QoS configurations down to a simple interaction, giving IT back time for other tasks.
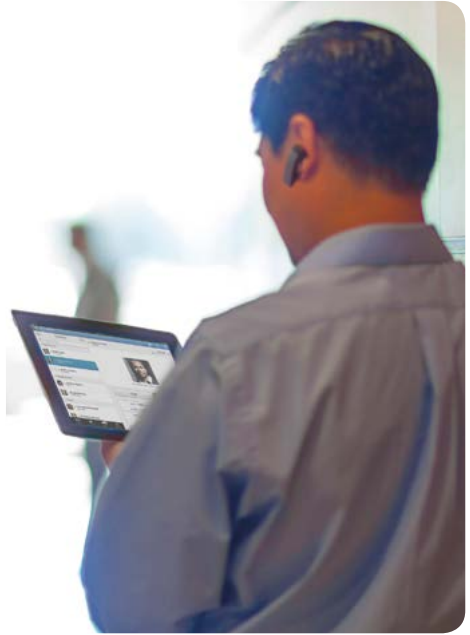
Insight and Apple, and Cisco

Insight have been an Apple Authorised Reseller since 2005. Our solutions consultants are able to discuss clients' needs in-depth, advising and supporting them, so that that they are prepared to meet the challenges of an ever-changing technology landscape.

As a Cisco Gold partner Insight is able to deliver Cisco's broad portfolio of technology across Insight's core solution areas of Connected Workforce and Cloud & Data Centre Transformation in order to help our customers arrive at a modern infrastructure that suits them best.

We are an enabler for both Apple and Cisco technology, and are able to deliver all pieces of an Apple-powered solution running on a Cisco-powered infrastructure.

To learn more, call your Insight Account Manager on **0844 846 3333** or email us at **appleteamuk@insight.com**

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