8 ways Sprint MultiLine makes business numbers easier to manage

And personal devices safer to use

Personal devices at work are here to stay

And that's a good thing. More than 80% of IT managers believe a "Bring Your Own Device" program gives companies a competitive advantage.[1]

So implementing a formal program that includes employee-owned devices is a critical part of today's enterprise mobile agenda. Forward-looking companies know they need to make their workforce more mobile, and the prospect of increased productivity, agility, cost-efficiency and employee satisfaction is too good to ignore.

The thing is, personal devices can be hard to manage. Companies embracing them need to be ready to handle privacy, security, compliance and reimbursement.

That calls for a program that makes life easier for employees, but keeps costs in check as mobile use soars.

This eBook looks at how Sprint MultiLine can help you deliver a successful strategy, for personal devices one where both employees and the business win. A MultiLine service saves you time and money as you mobilize your workforce, while empowering your people to work more productively on the devices they love.

65% of IT decision makers realized cost savings from a BYOD program.[2]

1. "BYODPrograms Boost Productivity, Efficiency", eWeek — www.eweek.com/c/a/Mobile-and-Wireless/BYOD-Programs-Boost-Productivity-Efficiency
2. IDC 2017 US Enterprise Mobility Decision Maker Survey

What is Sprint MultiLine?

Sprint MultiLine allows you to have two phone numbers on one mobile device. The second phone number is virtualized, so there's no need to swap SIM cards or buy a dual SIM phone.

With Sprint MultiLine, you add a company-managed work number to your employees' personal devices, giving them a designated work number to place and receive business calls and texts, while keeping their primary number for personal use.

With Sprint MultiLine, you'll get:

- Carrier-quality voice and messaging

- Support for any mobile phone and any wireless carrier*

- A simple, downloadable mobile app for inbound and outbound texts and calls

- A self-service management portal for provisioning work numbers

- Mobile usage reporting, with granular analytics, for work-related voice, text and data

- Easy integration with your existing Enterprise Mobility Management (EMM) solution

*Your employees wireless carrier's voice, messaging and data rates apply.

"Bring Your Own Device" made easy

To include personal devices for work, you need to get more control, simplify management, lower your costs and increase adoption. This eBook covers the eight key ways Sprint MultiLine makes that happen.

Business Control

1 Keep business numbers >

2 Stay compliant >

Cost Savings

5 Drive down device costs >

6 Lower mobile service costs >

Simplify BYOD Management

3 Accelerate BYOD provisioning >

4 Simplify carrier management >

Increase BYOD Adoption

7 Make employees lives easier >

8 Show them they can trust you >

Business control

Sprint MultiLine makes it easier to stay in control of company numbers, enforce the right policies and stay compliant.

Laws apply to recording of telephone conversations in many jurisdictions. Please obtain legal advice before enabling call recording features.

One
Keep business numbers

There are a lot of different costs to consider when thinking about enabling personal devices. But what about the cost of a lost customer?

When an employee leaves, they take their smartphone with them. But if they're one of the 60%[3] of people who use their personal mobile device for work, the customers calling them would now reach them at a competitor's office. That's no good.

With MultiLine, your pool of work numbers are corporate assets that you keep and control. So when an employee moves on, you can immediately re-assign their work number to someone else. This way, your customers reach the right person at the right company.

Keep your business numbers, and your customers.

3. www.insight.com/en_US/learn/content/2017/01182017-byod-statistics-provide-snapshot-of-future.html

Two
Stay compliant

If you're in a security-conscious business or a regulated industry, personal devices are a tough nut to crack. Regulations are important.

Financial services firms need to record all trading-related communications. Healthcare and government organizations need strict internal policies to protect sensitive information.

Sprint MultiLine gives you a way to stay compliant with industry and corporate regulations, even for personal devices. For starters, it wasn't designed for consumers. So it meets the highest security standards with secure voice and text communications on the work line.

Even better, you can deploy all the policies you need to, over the air. For instance, you might need secure voice recording and message logging to stay compliant with Dodd-Frank and similar regulations. With Sprint MultiLine, employees get to make business calls and send texts as usual, experiencing the same service quality, while you get an easy way to record only their business conversations.

Stay compliant with regulations, even with employee-owned devices.

Questions worth asking

- Which of your employees talk to customers (via a mobile device) on a daily basis?

- What compliance obligations does your mobile program need to satisfy?

Simplify personal device management

Sprint MultiLine gives you a web based management portal that makes it easy to assign and reassign numbers, enforce policies, and manage all your users, across carriers.

Three
Accelerate device provisioning

A lot of businesses use carriers or third-party providers to provision (and deprovision) corporate devices and phone numbers.

The problem is, this can lead to long delays with costly consequences (like customers and business partners reaching an ex-employee at an 'old', not-yet-turned-off work number).

Sprint MultiLine puts you in control.

You get a pool of work numbers that you assign and re-assign as employees join and leave. And since it integrates with your EMM software, you can push or shut down work numbers over the air. It's quick. It's convenient.

This kind of in-house number management is a big deal. It means you can be way more efficient and responsive as your BYOD program takes off and new mobile phones hit the market.

And it means employees who upgrade or replace a phone can start using their new device, with the same work number, in minutes.

Assign and re-assign work numbers whenever you need to.

Four
Simplify carrier management

Negotiating carrier contracts can be difficult and time-consuming. And if you have relationships with multiple vendors, the procurement process is especially complex and labor-intensive.

With Sprint MultiLine, you can reduce the complexity of multiple carrier contracts with a simple per user, per month application fee from Sprint.*

Your people get to keep using the carrier they're already using. And you get to make your life easier by reducing the number of carriers you work with for business numbers.

Reduce the time and effort of managing carrier contracts.

*Other regulatory fees, charges and taxes may apply.

Questions worth asking

- How many mobile devices do you provision and deprovision annually?

- How long does it take you to provision or deprovision a mobile device?

- What happens when there are delays in onboarding or offboarding employees?

- How much time and effort do you spend negotiating carrier contracts?
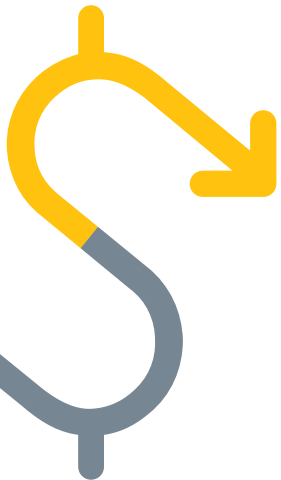
Cost savings

Mobilizing your business can be expensive. Sprint MultiLine helps you keep your mobility costs low and empower more people with the devices they love.
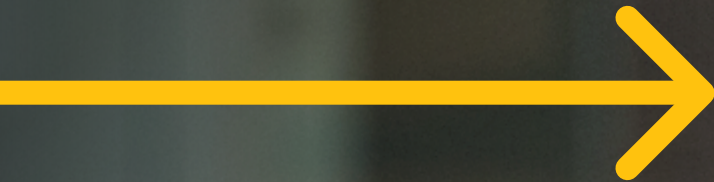
Five

Drive down device costs

Productivity gains are the best reason to embrace employee-owned devices. But there's also a huge bottom-line benefit — you don't have to pay for new hardware.

J.P. Morgan Chase, for example, expects to save tens of millions of dollars by having more employees pay for their own mobile phones.[4]

The trade-off — until now — has been that BYOD was then harder to manage. But with MultiLine, you're just adding a work number to a mobile phone that the employee is responsible for purchasing, insuring, and replacing if it's broken or lost.

And when Apple or Samsung release the next hot model, or retire an old favorite, you're no longer faced with a costly, large-scale upgrade to the corporate mobile fleet. Instead, employees decide which device will make them most productive.

Get out of the expensive phone-buying cycle.

4. "J.P. Morgan to Some Employees: Pay for Your Own Phone", The Wall Street Journal.

Six
Lower mobile service costs

You'll also want to revamp your reimbursement policies and reduce your mobile service costs. With MultiLine, you may reduce the cost of mobilizing a workforce by 20% or more on a monthly per-user basis. The savings come from three areas:

Reimbursement: Increasingly, companies are being required to reimburse employees for usage on their personal service plans. So you need the right tools to track business-specific usage and optimize your reimbursement policies and costs. MultiLine's web-based reporting and integration with leading EMMs lets you specifically and automatically track and reimburse business usage on personal devices.

Monthly Subscription: With Sprint MultiLine, you're effectively just investing in new software. Aside from reducing the hardware costs we described in the last point, that also means you get the predictability of a per user, per month subscription service. It's easier to manage because it's broken down by user. And it costs less because it's software.

Overhead: Your mobility program should lower the cost of supporting and maintaining mobile devices. With MultiLine, you avoid asset management and depreciation costs as well as the expense of provisioning, insuring, replacing and refreshing mobile devices.

**Assign and re-assign work numbers whenever you need to.**

Questions worth asking

- How large is your fleet of corporate mobile phones? Are any devices nearing end-of-life or are major upgrades imminent?

- How much do you spend monthly to maintain your corporate mobile fleet (including service charges, support, insurance, replacement costs, security, etc.)?

- What is your reimbursement policy for employees who use their personal phones for business purposes? What are your average monthly reimbursement costs?

Increase personal device adoption

Employee engagement is crucial. Sprint MultiLine lets you offer an attractive mobility program that addresses your people's productivity and privacy concerns.
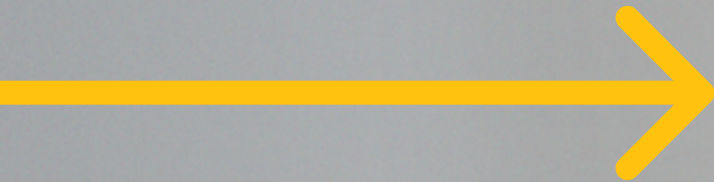
Seven
Make employees lives easier

Your people get to avoid the old 'two-device shuffle' — carrying one phone for life and another for business.

Let your people use any device and carrier.

By moving to MultiLine, you eliminate putting limitations on the personal devices your employees can use.

The smartphone is the ultimate personal device. We all have strong preferences for the model and platform we want to use. With Sprint MultiLine, you get to become device and carrier-agnostic. So your employees have the freedom to use whatever device (iOS and Android) they love, and whatever carrier they want.

That means you can create an inclusive program that encourages personal devices. Everyone wins.
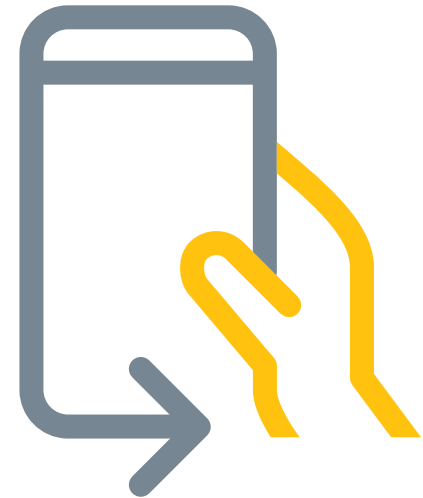
Eight
Show them they can trust you

If you want to accelerate broad adoption, your people are going to need reassurances about privacy and reimbursement.

Sprint MultiLine can help you establish employee trust by completely separating work and personal voice and text on the same device. You can assure employees that the company has no visibility into their personal activities — the apps they use, the communications they send and the data they create.

And IT won't be able to delete their personal information — a real risk for those who use their work phones to take personal photos or text family and friends.

MultiLine also makes it easier to get reimbursement right by breaking out business from personal use for calls and texts.

Your people will know they're being fairly compensated and you won't clash with regulations like the 2014 California ruling that requires companies to reimburse employees for work-related use of personal cell phones.

Show your people a way to keep things fair and private.

Questions worth asking

- Which employees benefit most from a program that welcomes personal devices?

- What is the enrollment goal for your program?

- What factors will encourage enrollment?

- What factors will discourage enrollment?

- How will your program impact employee productivity and satisfaction?

- If enrollment in your program hasn't met expectations, what's going wrong?

Make personal devices work for your business

Organizations are at different states of the move to BYOD, and there's no one-size-fits-all approach to empowering mobility with employee-owned devices.

Sprint MultiLine makes sure both you and your people win. It's a smart move. But it's especially great if you're:

• Corporate-owned, personally enabled (COPE) programs to BYOD

• Mobilizing employees who aren't eligible for COPE

• Starting a formal program to combat uncontrolled device use

• Expanding your existing mobility program

• Revamping a stalled program

This is a smart move — personal devices lower your costs, make it easier to mobilize your workforce and empower your people to work the way they want to.

But as long as it's hard for you to manage, secure and monitor, it's always going to be a challenge.

With Sprint MultiLine, you'll get all the benefits of BYOD and you'll make it easier to manage everything.

Win-win.

Sprint
Business

Let's talk

Ready for a simple approach to your mobile device strategy where everybody wins?

Find out what MultiLine can do for you. Contact your local Sprint representative today to learn more. Call **1-866-287-9926** or see more details on **sprint.com/multiline**

Works for Business™