

White Paper on Mobility

The Challenge

The last 10 years have seen sweeping changes to how we live and work. The promise of the sharing of data over the burgeoning “Information Superhighway” has drastically exceeded its designers’ imagination. With the emergence of near ubiquitous, mobile access to data networks, participation-driven applications and hosted, centralized data storage, the modern workforce expects to be able to be productive anywhere, anytime. These rapidly evolving capabilities and the associated expectations create a new challenge for enterprises and disrupt the traditional ways in which information technology services are delivered to employees and stakeholders. As enterprises struggle with the challenge of opening up their systems to this new form of anywhere, anytime access, they must simultaneously contend with security concerns, internal policies, challenges of operating in remote regions where bandwidth is very limited and cost constraints. The net result is that, for the first time, the technologies that an employee accesses and uses as a consumer and an individual are, in many cases, more advanced than those provided by their employer.

The Opportunity

Enterprises that can harness the power of this highly dynamic IT environment in a global context have a huge advantage in terms of employee productivity, recruitment and retention of top talent and overall cost reduction. In order to capture this tremendous opportunity, the enterprise must resolve issues related to mobility, security and momentum.

The Key to Mobility

Prior to the explosive growth in the accessibility of bandwidth within metropolitan areas, mobility was seen as a synchronization problem. Now, as iPhone replaces iPod, the new watchword of mobility is centralization. Rather than managing and synchronizing data on a variety of end user devices, data is centralized into appropriate areas and accessed remotely, anytime and anywhere. This approach leads to far greater flexibility, productivity and simplicity. In more remote areas, where bandwidth is still a challenge, realtime or near realtime synchronization strategies can emulate the centralized model in a “local cloud” fashion. Gmail provides a simple and central email services, accessible from anywhere from any device, at any time. Skype’s interface is identical – with all your contacts and preferences intact – wherever you log in.

Security Without Walls

Traditionally, enterprises have been able to cleanly delineate between “Inside” and “Outside” and properly protect what’s within from what’s without. This new world order defines a world without such simple distinctions. The use of global external services, a wider variety of stakeholders needing access to enterprise data and the proliferation of applications has yielded a security environment in which enterprises have a large amount of complexity associated with simply determining who should have access to what, beyond controlling that access. The ongoing trend towards

unification of identity and federation of access applies an additional level of complexity. Users who can use their cell phone plan and number to access a coffee shop hotspot or log into a wide range of web services using their Facebook ID are at a loss to understand why they may need 5-6 or even more passwords to access their work resources.

The Momentum of Distributed Computing

Prior to the current availability of bandwidth, in order to provide end users with the capabilities they required to be productive, it was necessary to distribute computing power out to the end user directly. While this is no longer required, users and administrators have become used to this paradigm within the enterprise. The “I am my device” mentality still looms large and the power of the device under the desk is still sometimes seen as a status symbol. This culture is starting to shift and must shift in order to truly embrace the power of a mobile enterprise. An enterprise can be judged to have successfully implemented a mobility strategy when every employee identifies their work environment – data and tools – with their identity, regardless of the device used to access it. In the global context where work in remote regions may necessitate pockets of distributed computing power, localized centralization with synchronization provides similar benefits.

The Maplesoft Philosophy

Maplesoft believes in the power of innovation to drastically change the way we work, increasing productivity, reducing cost and enabling a better, more flexible work environment for all. Over the past 16 years, we have built relationships, honed our technical skill and defined our strategies to remain at the forefront of innovations in technology. The result of this is a broad range of applicable technical skillsets, strong partnerships with the most innovative technology companies in the world and tried and true programs and products to bring business-focused solutions together for our clients. Our mobility and security portfolios include offerings around mobile communications, mobile computing, identity, access and federation. Each of our offerings are delivered with the backing of our PRINCE2 certified project management office, ensuring that we deliver ontime and onbudget, every time. Global deployments of these solutions can be referenced by customers in every industry ranging from the US DoD, national telco’s and financial institutions to educational institutions, healthcare delivery networks and private industry.

Mobile Communications

Maplesoft’s top tier partnership with Mitel Networks aligns us with the leader in mobility-enabled communications. Mitel’s focus on mobility has freed the modern workforce from the device, enabling full access to enterprise communications assets from any device on any network – whether that means turning a hotel phone into an extension on the corporate PBX, accessing internal communications through a two-way radio, creating relationships via telecollaboration or dialing through a unified communications engine on a laptop computer. Mitel is leading the way as the first communications vendor to fully identify itself as a software company first and a telephony vendor second. Working into any pre-existing environment, Mitel’s technologies truly add value to the enterprise looking to drive a mobility agenda.

Mobile Computing

Maplesoft is an Oracle Platinum Partner, specializing in enabling mobile productivity using Oracle technology. This product suite includes technologies like the SunRay thin client and VDI suite which centralizes desktop computing, enabling anywhere, anytime access to the user's desktop session, regardless of device, within the most secure environment for desktop computing available. Or the Oracle UCM suite, which enables anywhere, anytime access to a secure, central repository for enterprise data. Using these technologies, enterprises can truly empower their employees to be productive anytime, anywhere.

Identity, Access and Federation

While enabling new functionality and empowering users are critical activities for IT departments, these must always be tempered by the need to protect the enterprise from inappropriate access to data and systems. Maplesoft's strength in Identity, Access and Federation solutions is an enabler of these new capabilities. With Identity Management, enterprises can ensure that the correct individuals have access to the correct systems, both internal and external and can audit this access quickly and easily. With Access Management, enterprises can ensure that access controls are being consistently and properly applied. Finally, Federation enables the enterprise to engage with external stakeholders in a manageable and secure fashion.