

Seamless Mobile Collaboration: Bring Your Workspace with You

To meet higher citizen expectations with a shrinking workforce, government needs to empower employees to become more productive – and the growing ranks of mobile employees are a prime target. “The desk and the workspace used to be synonymous, but now the workspace is wherever the employee happens to be, whether that’s the office, corridor, home, hotel, or an incident scene,” says Chris Shenefiel, federal industry solutions manager, Cisco®. “Agencies improve their ability to meet mission objectives when their mobile employees can collaborate as effectively from the field as they can from their offices.”

Wherever I Am, There’s My Workspace

Agencies help their mobile employees be more effective by letting them access the department’s collaboration applications from a smartphone. Cisco calls this capability seamless mobile collaboration – “seamless” because the cellular network extends the government network to the field. “The notion is that the employee’s workspace travels with them wherever they go,” says Kathy Ditto, federal unified communications marketing manager, Cisco. “Employees can use their smartphones not only for voice, voicemail, and e-mail – like any civilian – but also for agency collaboration tools such as extension dialing, instant messaging, presence, contacts, and conferencing.”

Seamless mobile collaboration empowers the government workforce through:

- **Single-number reach:** The same number rings the employee’s office phone and smartphone, making it unnecessary for callers to try two different numbers. And calls from the smartphone look to the recipient as though they’re coming from the office phone number, which simplifies communications.
- **Less time spent managing messages:** “Ironically, the growing use of smartphones has the potential to actually worsen productivity because an additional phone usually means another voice mailbox to manage,” says Ditto. “But seamless mobile collaboration solves that problem by letting employees manage all voicemail, e-mail, and instant messages in one place, their smartphones.”
- **Less time spent trying to reach coworkers:** Mobile workers can see their coworkers’ presence information – and update their own – right on their smartphone. Real-time presence information for all employees helps agency employees reach the right person, the first time. As part of their presence information, employees can indicate their preference to not be interrupted, if allowed by agency policy.

Any Wireless Device, Any Wireless Connection

Cisco seamless mobile collaboration solutions work with any wireless device: smartphone, laptop using Cisco IP Communicator or Cisco Unified Personal Communicator, or dual-mode phone from Cisco's partner Nokia. Dual-mode phones connect over the agency's Wi-Fi network when in range and the cellular network otherwise. This means that mobile employees need only one phone to connect from any workspace: office, field, or home. And the agency can save money on their cellular plans because mobile employees don't use cellular minutes when they use their dual-mode phones in the office.

Shenefiel concludes, "Seamless mobile collaboration helps mobile employees work as productively from the field as they could in the office. Providing the agency's mobile workforce with the same collaboration tools available to their office colleagues empowers them to work more effectively and efficiently."

To learn more about seamless mobile collaboration, visit:

www.cisco.com/go/unifiedcommunications or www.cisco.com/go/mobility.



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