

PUT WORKPLACE CONNECTIVITY IN THE FAST LANE

How the Apple and Cisco partnership can improve the user experience with faster browsing, better application performance and richer collaboration



CONNECT THE DOTS

Meeting user demand for always-on wireless connectivity in a digital world

49

exabytes of global mobile data traffic per month by 2021⁵



total mobile data traffic was offloaded to Wi-Fi networks in 2016⁵

Mobile apps. Cloud services. Real-time analytics. These are all key pillars of the digital workplace – and they have one thing in common: connectivity. In the digital workplace, always-on connectivity is fundamental for not only enabling users but also for delivering customer services.

With employees increasingly flitting between locations and devices, the prime source for this connectivity will no longer be the LAN but the WLAN. According to IDC, the enterprise WLAN market grew by more than eight per cent in the third quarter of 2016 compared with the same period the previous year¹.

The shift from a wired to a wireless workplace will only intensify as more organisations embark on their digital journeys. More than half of organisations have already developed digital strategies either at an overall or a departmental level, with another 39 per cent now following in their footsteps².

Poor performance, poor productivity

For digital strategies to deliver on their expectations, organisations need to ensure they have the right networking foundations in place. The productivity and agility advantages of mobile apps, cloud services and analytics will be quickly lost if users are unable to gain anytime, anywhere access. Providing this reliable access isn't just dependent on the configuration of the underlying wireless infrastructure; it's also dependent on the

client device and operating platform being used and how the different elements integrate with each other.

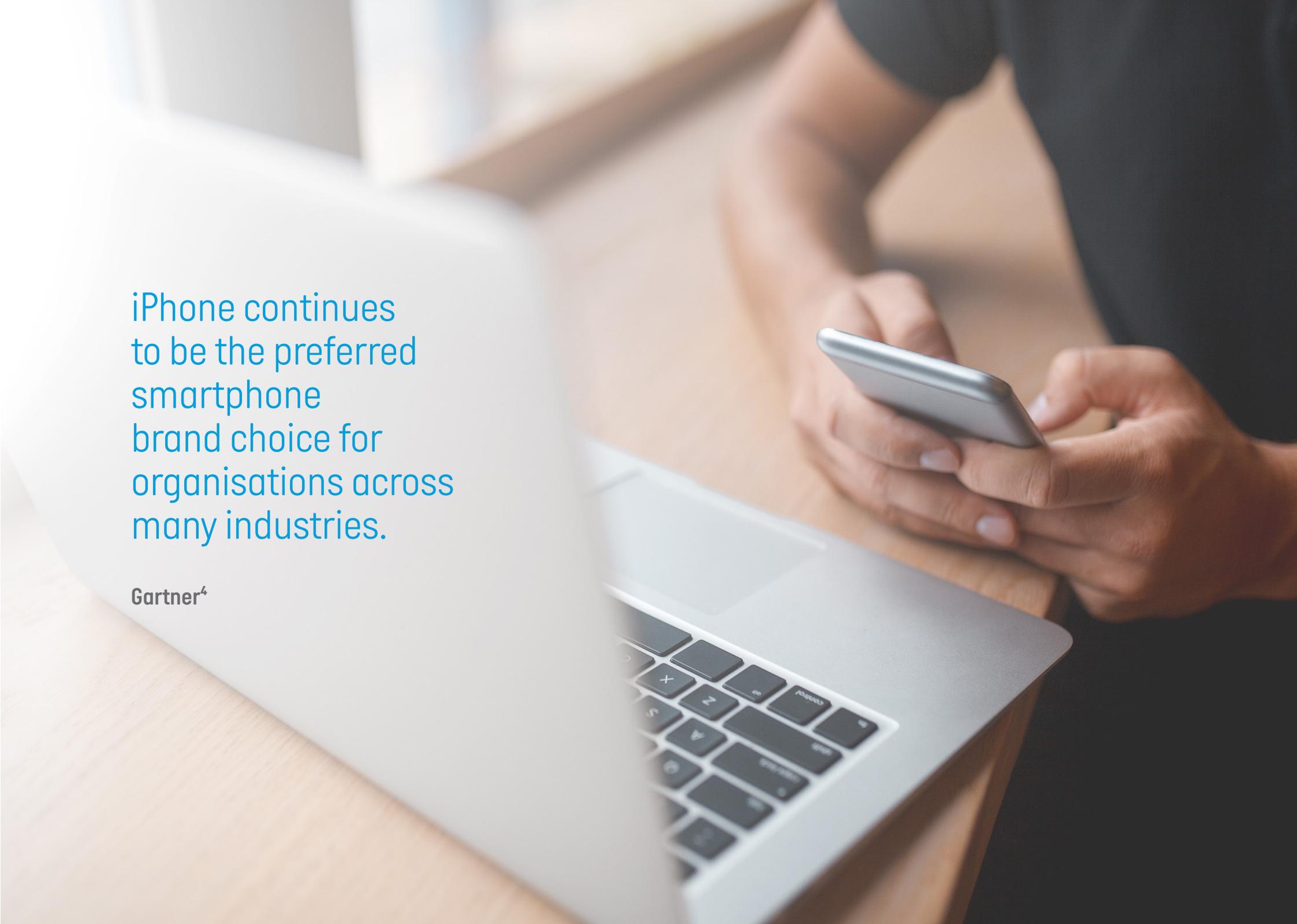
When enterprise Wi-Fi networks and mobile devices refuse to play nicely together, it can result in recurring performance issues for users, such as poor application response times, dropped VOIP calls and web browser failures. This not only impacts user productivity but also satisfaction.

Power in partnership

To ensure a more consistent user experience in the digital workplace, Apple and Cisco have embarked on a partnership that will help optimise the performance of iOS devices running on the WLAN.

With Cisco owning more than 40 per cent of the WLAN market share¹ and the installed base for Apple iOS devices in the enterprise predicted to top 56.8 million in 2017³ according to recent market data from a leading analyst house, the new venture has the potential to impact millions of users around the world.

Apple and Cisco state that their collaboration will create a “fast lane for iOS enterprise users”, with a 90 per cent reduction in web browsing failures, up to 66 per cent more reliable calling and up to eight times faster roaming³. But how can organisations ensure they achieve these results?

A close-up photograph of a person's hands holding a silver smartphone. The person is sitting at a wooden desk with a silver laptop open in front of them. The background is softly blurred, showing a modern office or home workspace. The text is overlaid on the left side of the image.

iPhone continues
to be the preferred
smartphone
brand choice for
organisations across
many industries.

Gartner⁴

MAXIMISE THE BENEFITS

Enable users to work faster and smarter by simplifying roaming within the digital workplace and prioritising bandwidth for critical business apps



The Apple and Cisco Partnership brings real benefit to the Digital Workplace. At Computacenter we have the expertise across both network infrastructure and devices to maximise the benefits to the organisation and the user.

Jamie Allender

Head of Workplace & Collaboration Sales



To make the most of the Apple and Cisco alliance, organisations need to adapt their existing IT infrastructures and processes to take advantage of the following enhancements:

Seamless wireless connectivity

iPhones and iPads will be able to detect which is the best wireless access point for different users as they roam between locations. In the past, users might have been directed to a congested access point, which could have led to network dropouts and failed transactions.

Bandwidth prioritisation for critical apps

IT departments can apply the same quality of service rules used on wired networks to their wireless counterparts. As a result, key apps that support customer-facing or business critical processes can be prioritised to ensure they are not impacted by capacity issues on the WLAN.

Integrated collaboration tools

The introduction of new APIs means that VOIP calls from Cisco Spark are now integrated into the native phone experience on an iOS 10 device. Making and receiving calls will be much easier, which will encourage greater usage of VOIP, reducing telephony costs. Cisco Spark calls will also appear in recent call logs, helping to provide an audit trail when needed.

The integration enabled by the Apple and Cisco tie-up will not only benefit individual users, but also network and system administrators as ongoing management will be simplified. As a result, there will be fewer support calls for network/device performance issues, increasing user satisfaction and productivity.

Maximising these benefits at an operational and individual level will require both networking and workplace expertise, as well as experience in aggregating different technologies.

WHY THE APPLE AND CISCO RELATIONSHIP MATTERS



FOR THE CIO

-
- Simplifies ongoing network management and support
 - Maximises investment in existing unified communications and collaboration tools
 - Accelerates problem resolution



FOR THE USER

-
- Improves flexibility and mobility
 - Boosts application performance
 - Safeguards connectivity and simplifies collaboration



FOR THE BUSINESS

-
- Increases employee satisfaction and productivity
 - Supports the deployment of new mobile apps and digital services
 - Reduces telephony costs



A NEW CHAPTER IN CONNECTIVITY

Updating policies, educating users, and adapting workstyles will be key to unlocking the full benefits of the Apple and Cisco integration

New capabilities can come with new challenges. To ensure there are no unforeseen effects from changing roaming, collaboration, and bandwidth prioritisation protocols, IT departments should consider undertaking a proof of concept with iOS devices in a risk-free environment.

A proof of concept exercise will also help to flag up if an organisation's existing WLAN infrastructure has the capacity to cope with additional traffic from empowered employees using Apple devices. It's estimated that by 2021, 20 per cent of total IP traffic will come from mobile data – compared with eight per cent in 2016⁴.

Educating users on the art of the possible

To ensure users realise the full benefits of the Apple Cisco collaboration, organisations will need to do more than just adapt operational processes and technical protocols. They will also need to adapt the workplace culture.

Employees will need to be educated about the new experiences and capabilities on offer. For example, telephony costs will only be reduced if users are encouraged to use Cisco Spark and VOIP for calls on their iPhone.

Greater integration between Apple and Cisco technologies could also support the introduction of new workstyles (see graphic) and help to drive broader change across the workplace. For example, richer collaboration features on an iPhone or iPad could provide a platform for hosting video-conferences in meeting rooms.

Supporting digital transformation

Taking swift advantage of the new Apple and Cisco capabilities will have ramifications far beyond the individual iPhone and iPad user. Greater connectivity and collaboration will bring colleagues and customers closer together.

Establishing an always-on digital workplace will also help organisations achieve their overall digital ambitions. Mobile apps, cloud services and analytics will all be available in real-time, leading to greater productivity and agility across the workplace.

With 80 per cent of organisations embarking on digital transformations to meet changing customer expectations², the success of these transformations will be fundamental to seizing and safeguarding competitive advantage in the short and long term.

COMPUTACENTER'S DIGITAL WORKPLACE CREDENTIALS

- We have a 30-year track record in helping customers transform the workplace to embrace new user workstyles, business processes and technologies
- We have the resources to support workplace transformation initiatives on a global scale. Our Global Infrastructure Operations team brings together more than 1,000 technical and service management experts and seven Operational Command Centers
- Our Shared Services Model industrialises our product and service capability to deliver customers high quality outcomes and consistent delivery at a lower cost
- Our Global Solutions Center enables organisations to test and prove new digital workplace deployments without any risk to live environments



Computacenter has worked with Apple for more than 30 years and is an Apple Authorised Enterprise Reseller.



Computacenter's partnership with Cisco spans more than three decades. Computacenter is a Cisco Gold Partner and is recognised as a Cisco application centric infrastructure authorised technology provider in the UK.

GET IN TOUCH

To find out how Computacenter can help your organisation make the most of the new Apple and Cisco capabilities and enable your digital workplace, please contact your Computacenter Account Manager, call **01707 63100** or email us at digitalme@computacenter.com

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Enabling users and their business

Computacenter is Europe's leading independent provider of IT infrastructure services, enabling users and their business. We advise organisations on IT strategy, implement the most appropriate technology, optimise its performance, and manage our customers' infrastructures. In doing this we help CIOs and IT departments in enterprise and corporate organisations maximise productivity and the business value of IT for internal and external users.



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