

# Mobile support: Are your employees getting what they need?



When it comes to supporting mobile devices in the workplace, it all comes down to one thing: employees. Employees are using their own personal devices (or similar corporate devices) at work much more frequently, and they expect the same level of mobile support in the corporate world as they receive in the consumer one. Deliver anything less and companies risk taking a hit on employee productivity and job satisfaction.

According to a recent IDG survey of 102 IT decision-makers at companies with more than 500 employees across the major industries

**53%**  
of companies have a bring-your-own-device policy.



But employees aren't driving these BYOD policies. Who is?

**37%**  
are driven by IT operations.

and

**33%**  
are driven by executive management.



In fact, employees are the main influencers on support policies **only 4%** of the time.

While 50% of companies believe their employees want the same level of mobile support they receive with their consumer products, they often don't offer the kinds of support employees have come to expect.

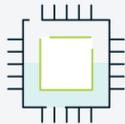
Just **37%** of companies provide mobile *remote* support services to employees.

Only **39%** offer mobile self-support FAQs, and only **29%** give access to mobile support wizards.



**65%** of surveyed companies do assist employees with phone/email-guided mobile support.

Without the right support tools in place, companies will have a hard time addressing some of the top support requests they receive:



- 48%** Configuring email
- 41%** Hardware issues
- 27%** Configuring Wi-Fi settings

Which is probably why **87%** of companies believe they **need to expand** the scope of mobile support services:

**49%**  
are considering remote diagnostics.

**43%**  
are looking at adding live 24/7 "expert" support.

**35%**  
are considering offering mobile chat.



And they plan to use these relatively new services to support mobile users in the future ...

**29%**  
plan on using screen sharing.

**29%**  
will implement a user support app.

**26%**  
will offer remote access to devices.

... delivering to their employees – their consumers – the help they need, when and how they need it.



Are you doing enough to support your employees across all mobile devices? LogMeIn can help you put the right mobile support policies and technologies in place. [Contact us](#) for more information.