

Business management service providers must ride the mobile wave – Accsys

The expansion of the mobile technology frontier, reflected by the convergence of solutions, devices and applications to support collaborative system infrastructure, calls for a new level of service from technology service providers. Today, the market demands that service providers possess the skills to advise clients on mobile communication and application strategies, and use the various forms of mobility to add value.

Teryl Schroenn, CEO of Accsys, a member of the Business Connexion Group, says the South African mobile space has evolved - and there is growing interest in the convergence of solutions to automate processes and procedures, and specifically that which leverages Cloud computing.

Service providers are now looking to extend their offerings using innovation within the ICT space, such as Cloud computing, and integration with mobile solutions.

“There is definitely more interest in services being offered via the Cloud. In the HR environment, for example, we have developed a mobile app as an extension of our EmployeeSelf Service. The mobile app can be used anywhere in the world to manage HRrelated processes such as leave authorisation or sign-off on overtime payments. This is just one example of how service providers are utilising advanced mobile infrastructure to enhance their service,” says Schroenn.

The relevance of the cloud as a platform for service delivery is an important characteristic of an evolving business management market. At the same time, there is a need to consider the continued impact of mobile devices being used in the workplace and those being used by employees to access networks and information remotely.

Schroenn says a flexible working environment in which employees are able to work anywhere and anytime with reliable connectivity to access networks and data is now a reality in business.

This is another market driver that service providers have to take cognizance of.

Until recently the market has viewed BYOD (Bring Your Own Device) and BYOA (Bring Your Own App) as being primarily device-driven trends. Accsys HR and recruitment experts believe that there is now greater understanding around what these concepts mean in practice, how best to approach the situation and how to capitalise on advantages and avoid negative impact.

“Policy enforcement, corporate governance and regulation now dominate discussion about the use- and regulation of mobility in the workplace. This makes sense given the urgent need for businesses to balance their security and own interests with those of employees who are bringing these devices into

work anyway,” Schroenn continues.

Accsys also points to the growing significance of using mobile applications as platforms to analyse data and exploit the information to bolster services and operations. Big data analytics represents a significant opportunity to deliver a more rounded service to the market.

It is widely acknowledged that the mobile market will continue to flourish and the opportunity to sell across various forms is an exciting facet of a growing sector.