

# BYOD: Friend or Foe?

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# Paying for data can take a large chunk out of your bottom line.

Having a field service management solution means your employees are more likely to rely on a mobile device to do everything from navigating to a job site to tracking their time on site – which means that a lot of data is being used.

Because of this, many businesses are implementing a “bring your own device” (BYOD) strategy where employees use their personal mobile device for work-related tasks. While this has the potential to decrease your spend, it also comes with a few risks.

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**Use this ebook to check if you're ready for a BYOD strategy.**



# 1

## Who's paying?

### Good question.

Obviously your employees won't want to pay for work-related data but as an employer you most likely don't want to be picking up the tab for an hour's worth of YouTubing over lunch.

Whatever you decide make sure your company policy is fair and consistent, and well understood by everyone.

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### Things to consider:

- Determine exactly how much you are prepared to pay for data usage and what you expect your employees to pay for.
- Find out how much data should be reasonably consumed each month based on the apps and systems your company uses.
- Make sure you have a data/device usage policy in place.
- Will data overage come out of each employee's pay?
- Will employees pay the bill and then submit a request to be reimbursed?



**For standard location and data reporting, 500MB/mo is sufficient, however more detailed field reporting (vehicle inspections, video sharing etc.) may require more.**

# 2

## What devices and systems work for you?

**There are a range of factors that determine whether a mobile device is suited to the type of work your employees do.**

Make a list, covering specifications such as screen size, battery life, operating system and robustness, to set the minimum standard for a BYOD phone or tablet.

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### Things to consider:

- Spend time understanding what mobile devices and operating systems are available that could help your workers stay productive.
- Check with your business software provider about what devices and operating systems are supported.
- What if an employee doesn't have one of the devices mentioned on your "supported device" list? Will you 'sell' them a device?
- What accessories will you need – mounts, handgrips, screen protectors, casings or in-cradle chargers?



# 3

## Who will provide technical support?

One of the key advantages of the BYOD approach is that less training is required, particularly around using the device since the employee is already well familiar with it.

However, from time to time things still go wrong. Where will employees turn for assistance? Do you have in-house technical support? Will it be limited to support for business apps only?

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### Things to consider:

- If something goes wrong with an employee's mobile device, they'll need a point person to go to in order to trouble shoot issues.
- Some companies outsource their BYOD technical support but it's not necessarily the most economical option for all fleets.



**Having a dedicated contact often works well – they can determine if the issue needs outside help or can be easily resolved internally.**

# 4

## What happens when staff leave?

**Data security is often the single biggest reason many fleets don't take advantage of BYOD. They worry sensitive information could easily get into the wrong hands or misused.**

A Mobile Device Management (MDM) solution can provide peace of mind because it allows you to deploy a company-wide framework that securely manages corporate data and apps. Lost or stolen devices can easily be tracked and erased.

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### Things to consider:

- When employees leave the company, you need to make sure business-related information is secure and protected.
- Create a policy that details what happens to a device should an employee leave and make sure all staff read and agree to these terms.



# Discover the benefits of a complete workforce management solution.

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