

Enterprises Anticipate Modest Increase in Mobile Device Deployment

In addition to the fanfare accompanying Microsoft's recent announcement of the *Office Communication Server 2007*, the marketing efforts of most major vendors are in high gear promoting the business benefits of their own Unified Communications (UC) solutions. Although a variety of positive impacts are often cited – from accelerated product development timelines, to improved employee work/life balance – the sweet spot of UC is most often represented as improved productivity for mobile and away-from-the-office workers.

Unlike their in-the-office peers, traveling and at-home workers are unable to make use of a desktop office phone, the long-time mainstay for meeting the voice communication needs of end-users. Instead, they have had to rely on cellular phones, and – increasingly – alternative devices such as smartphones, laptop soft clients or dual-mode handhelds. In our latest research survey conducted in partnership with [IntelliCom Analytics](#), we wanted to take a look at whether the surge of UC-oriented messaging is having any discernable effect on enterprise deployment plans for mobile devices.

With 717 responses coming in from all Global Regions, the vast majority of firms – **81%** – indicated that some percentage of their employees do not use office phones as their primary communications device, with high-end enterprises showing the largest percentage of employees that rely on mobile devices and clients, and small businesses the least. Looking out a year, although the overall percentage of office-bound employees actually increases by 3%, the percentage of employees embracing mobile devices and clients also increases across all size businesses. Upcoming surveys will probe further on the role UC may be playing in this shift.

“What percentage of your employees are currently using a wired office phone as their primary voice communications device? What do you expect that percentage to be a year from now?”

