# Mobile Procurement
# EVALUATION GUIDE

# What You'll Learn

Leaders find the right solutions by knowing what to ask.  Before you go down the mobile procurement journey, we want to guide you through the right conversations with your team.  Thus, you can help establish a strong procurement strategy for your business.

## You'll learn the thought process behind:

# Questions You Must Ask
# Before Implementing Mobile Procurement

In the modern business world, working professionals are no longer tied to their desk. Whether they're meeting with clients, prospects, or just generally going about their job duties, the modern employee is more mobile than ever before.

In order to most efficiently perform in their jobs, the modern employee needs business solutions that move at their speed. Without meeting their demands for speed, mobility, and efficiency, productivity is lost.

> *XCube Labs found that employee effectiveness increases by 79% with enterprise mobility, while 63% of enterprises believe mobility to be the biggest factor in helping themselves to gain a competitive advantage.*

Organizations that fail to administer solutions that keep pace with the mobile demands of their business are doing themselves and their employees a huge disservice.

## DEFINITIONS

### Mobility

So, what does "mobility" mean? On its own, the term "mobility" refers to the ability to move or be moved freely and easily. In business, mobility is all about remaining connected—to your coworkers, your business partners, your data and information— all while on the go.
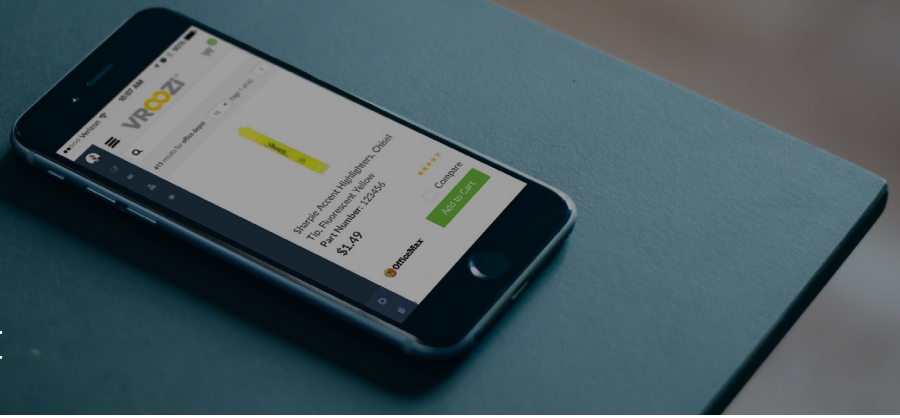
### Procurement

"Procurement" simply means shopping for your business. The concept of procurement is used to refer to any activities related to the purchasing of goods or services for an organization; it is usually tied in with strategic planning for lowering costs and improving efficiency. No matter if you are a one-man operation or a corporation with hundreds or thousands of employees, you'll need to make purchases in order to run your business.

XCube Labs: "15 Insightful Stats on Enterprise Mobility"
http://www.xcubelabs.com/enterprise-mobility/15-insightful-stats-on-enterprise-mobility/

# Mobile Procurement

Mobile procurement represents a solution for organizations of all sizes and across all industries to better manage their spending environment anywhere, at any time, from any device.

Furthermore, mobile procurement offers a means for improving procurement management productivity. According to research from Fliplet,

> " *Companies gain an extra 240 hours of work per year from employees that have the ability to perform work-related duties on their mobile devices.* "

This is the equivalent of six additional working weeks—per employee.

Speed, ease-of-use, efficiency, mobility—these are all means to generating greater productivity from both individuals and collective staffs. Buoyed by mobile procurement, it's never been easier for an organization to perform at higher levels of procurement productivity.

But—it's not always easy to make wholesale changes to your organizational processes. How will you know how to go about doing so? How will you know when it's the right time? What questions do you need to ask before deciding to implement mobile procurement?

Vroozi employs and collaborates with some of the top procurement and technology experts in the industry. We've conferred with them to determine the top questions a company must ask before deciding to implement mobile procurement, including:

- ✓ **How secure is your company data on mobile devices?**
- ✓ **Does the application work on all devices?**
- ✓ **How well does the application leverage the devices?**

Speed
Ease of Use
Efficiency
**+** Mobility
⇧ **Productivity**

Fliplet: "Ten enterprise mobility statistics that may surprise you"
http://fliplet.com/blog/enterprise-mobility-statistics-infographic/

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# How secure is your company data on mobile devices?

No matter what industry you reside in, you've likely heard of one or more recent security breaches taking place.  By now, you're probably well aware that IT security is becoming one of the largest concerns of companies in all walks of business.  Save yourself the time, money, and embarrassment by understanding the different concepts associated with data security.

## IS YOUR COMPANY A PROPONENT OF BYOD?

With the falling costs of purchasing mobile and "smart" devices, one of the trends spiking in popularity in the modern business world is that of BYOD, or Bring Your Own Device.  According to Rishabh Software, more than 85% of U.S.-based enterprises are now proponents of BYOD.  From small organizations and startups to larger enterprises, BYOD often makes a lot of sense for companies to help foster a level of comfort that leads to a more positive work/life balance, improved productivity, and greater innovation.

While BYOD is also clearly beneficial to a company's bottom line by lowering the overhead costs associating with investing in, maintaining, and upgrading equipment, it also serves to promote an organization-wide spend-entrepreneurial culture that mirrors the attitudes associated with modern procurement methodologies.

> *Fliplet data suggests that 60% of workers use mobile applications for work-related activity.  In turn, enterprise apps boost worker productivity by more than 34%.*

However, with operator error and jailbroken personal devices as the weakest links on the security chain, only 54% of IT teams are confident that their mobile security systems are effective when it comes to protecting data. Help to combat device security concerns by understanding the different solutions designed to handle their data.

**Rishabh Software:** "Enterprise Mobility: Statistics & Forecast"
http://www.slideshare.net/rishabhsoft/enterprise-mobility-infographic-37042743

**Fliplet:** "Ten enterprise mobility statistics that may surprise you"
http://fliplet.com/blog/enterprise-mobility-statistics-infographic/

## MDM vs. MAM vs. MCM for Corporate Data Security

More than just understanding the importance of data security, it's important for organizations to evaluate what level of mobile management security best suit their own needs.  Let's take a look at three ways to protect your data.

**Mobile Device Management (MDM)** is the software-based enforcement of network, application, service, and device security policies.  MDM suites may manage the whole device or a virtual segment of the device, such as the ability to track data, remote lock, or data wipe.

With the capability to manage the entire device, MDM is considered a "heavy-handed" security. MDM is more suited to company-issued equipment, rather than BYOD, because employees aren't very likely to surrender control of their personal devices.

**Mobile Application Management (MAM)** security suites are also software-based, but shift the focus away from managing the entire device to securing the access and actions of applications. MAM serves to control, monitor, update, and remove applications from a mobile device.

MAM typically requires a user to install an application on their device that will permit secure, encrypted access to a corporate network.  While MAM takes a much "lighter" device security approach than MDM, MAM offer the ability to scan devices for rogue apps, track applications, and warn users of violations of both device and network policies.

**Mobile Content Management (MCM)** focuses on securing documents through authentication, authorization, and access.  MCM suites typically endorse multifactor authentication methods for granting and managing document access, with users gaining such access through a system balancing usernames, passwords, IP addresses, and/or mobile device authorization.

MCM users never need more than a single app for achieving access to a content repository.  MCM implementations are the least intrusive of the three methods we've discussed, but still offer a high level of security because of their ability to deliver and manage single-purpose apps.  Administrators can use MCM to limit user access for the purposes of read-only viewing, limited editing capabilities, or full, unencumbered access.

Vroozi's technologists have evaluated multiple platforms and feel that the **Samsung KNOX** platform offers the most enterprise-grade security, combined with an incredible ease of maintenance. Samsung KNOX 2.0 safeguards enterprise mobility through MDM security and the ability to meet the evolving demands of properly securing mobile data.

Best of all, KNOX allows you to switch between your personal profile and business profile in the KNOX Workspace with a simple click of a button. KNOX Workspace offers multilayered protection from the device down to the kernel with two-factor biometric authentication for authorized device access. This way, users only need to carry around one device, without being forced to mix personal and business data—or worry about device security.

## DO YOU HAVE EXPERIENCE SECURING DEVICES?

Whether a device is enterprise- or employee-owned, data security is something that all organizations need to deal with—even independently of mobile procurement. When it comes to implementing mobile procurement, the only experience you need on your staff is the ability to operate a smartphone. Implementing mobile procurement does NOT mean more work for your IT staff.

Adding an enterprise application to a device that can leave the office means that IT certainly needs to be wary of security and confidentiality issues. However, installing and implementing the Vroozi platform for mobile procurement is so easy, a procurement professional can do it.

*Onboarding all of your suppliers and creating content-rich catalogs with Vroozi is as easy as drag-and-drop. To learn more about catalog content management, please check out our earlier business whitepaper, Five Catalog Management Myths Busted.*

# Dose the application work on all devices?

The ease-of-use of multiplatform technology is largely dependent on the platform's ability to function—and, where possible, present a consistent user interface—across the entire spectrum of devices.  What good is BYOD if your solutions are only compatible with a limited number of them?

## THE UNIQUENESS OF DEVICES

Ask yourselves: what makes the device in front of you unique to the other devices from which you could be reading this document?  How about the other device options presented by those around you?

The same aspects of your device that make it unique, such as the size of the screen or its touchscreen functionality/lack thereof, can be a nightmare for many developers.  With the Vroozi procurement platform, the bandwidth and compression of images on your device—be it laptop or mobile—have no bearing on presenting you with the same, familiar user interface (UI).

## DO THE DEVICE NUANCES HURT MULTIPLATFORM FUNCTIONALITY?

Mobile procurement can't just work on any device, it has to *work the same* on all devices.  Whether it's a smartphone, a tablet, or even a computer, the platform must look and feel consistent.

There is a growing proliferation of devices on today's market.  Different sets of maintenance are required for the variations in code for native applications [for reference: see below] being used on these different devices.  For developers, this can seem like a nightmare—and that's before you even bring computers and laptops into the equation.  The key, however, is upholding the functionality, no matter how the platform is being accessed.

In addition to presenting you with the same UI, Vroozi adheres to the same set of functions for each device.  That being the case, the procurement platform can be utilized on whichever device you feel best suits your individual business needs.

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## WHAT CAN MOBILE DEVICES DO THAT LAPTOPS CAN'T?

Smartphones and tablets are becoming more and more powerful. Going from a desktop or laptop to a mobile device, what are you really missing out on—a larger screen? A keyboard?

It's important to understand your own needs and to work in a way for which you are comfortable doing so—but, let us point out to you some of the areas where mobile devices live larger than laptops.

## LAPTOPS VS. MOBILE

Procurement initiatives begin and end with the ability to save money. In the simplest terms, laptops run more expensive than mobile devices. Therefore, whether the organization is investing in the equipment or the individual is making use of their own, mobile devices are less of an overhead investment. Really, by definition, the size and weight of laptops vs. smartphones and tablets is enough of an argument to deem laptops to be "less mobile."
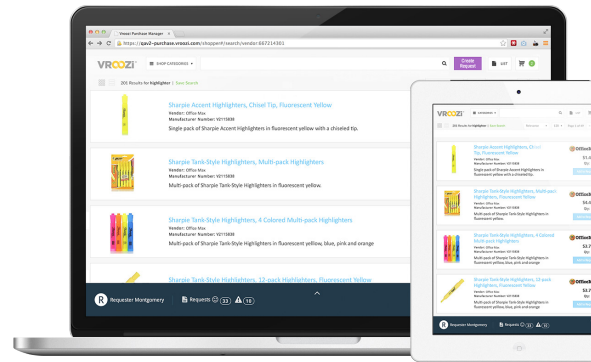
Mobile devices are designed to always remain connected to the world around them—even after the screen goes dark. The functionality and size of mobile devices make them incredibly suited for the consummate business travelers.

Pejman Roshan, the senior director of mobility for ShoreTel, says that mobile workers are primarily consumers of content, not generators. Therefore, smartphones support all the tools they need. This is certainly true of procurement platform users, whose job tasks are made easier by the ability to quickly, efficiently compare catalog content, without being hindered by too many bells and whistles.

> "When given the choice, workers will gravitate toward what is comfortable, easy, quick, and most practical," suggests Roshan. "They will seek the freedom to communicate anywhere, anytime, or any device, and across any network. Wait a minute… isn't that called a smartphone?

From a smartphone, there are programs that can offer you full access to your laptop or desktop computers (of course, there are also cloud-based platforms that can be accessed anywhere, like Vroozi). Today's mobile devices grant you the ability to easily emulate computers—much more so than the other way around.

When it comes to managing your business purchasing needs while on the go, mobile procurement is an incredibly adept and versatile solution. The best mobile procurement platforms are those that take full advantage of numerous device features to improve your business shopping experience.

# How well does the application leverage the devices?

The value in using mobile devices extends beyond its primary function of mobility. Many of the features that make your device unique—and, certainly, much more powerful than its predecessors—are the same features that help to give mobile procurement a decided edge over the traditional, stationary alternative.

Are you looking for the nearest vendors to your office? How about the nearest vendors in proximity to an event, a client of yours, or a job site? Mobile procurement can quickly tap into your device's GPS. Are you out of your office and would like to take a picture of an item? Chances are, your smartphone is equipped with a camera.

In order to better understand the nuances of some of the questions we've discussed thus far, it may be beneficial to understand the distinctions between the different types of applications.

## Native Apps vs Web Apps Vs Hybrid Apps

Assuming the applications didn't come pre-installed on your device, both native and hybrid apps are installed via an app store. Web apps, on the other hand, are actually mobile-optimized webpages that look like apps. Web and hybrid apps will both render HTML web pages, but hybrid apps use app-embedded browsers to do so. Let's take a further look at each application type:

### NATIVE APPS

Native apps get their naming distinction because they "live" on a device, accessible through a device's home screen. One of the significant advantages of a native app is its ability to function offline. Another tremendous advantage is the native app's ability to tap into a device's notification system.

Native apps are specific to a particular platform. This distinction means that native apps possess the ability to take full advantage of all of a device's features, like making use of its camera, GPS, accelerometer, compass, list of contacts, etc. and incorporating device-specific gestures.

## WEB APPS

Web apps are not actually applications, at all.  Sometimes referred to as "mobile web apps," they are run by a browser and typically written in HTML5.

Web apps attempt to replicate the look and feel of native apps.  The difference stems from their implementation, as web apps first accessed through a URL (rather than an app store) and then "installed" in such a manner that is akin to creating a bookmark on the home screen for returning to the webpage later on.  Web apps will not allow you to leverage very many of the features of your device.

## HYBRID APPS

Hybrid apps, as you may have guessed, are part-native app and part-web app.  Like native apps, they hail from an app store and can take advantage of many of a device's features.  Like web apps, they rely on HTML being rendered in a browser—although, this time, the browser is generally embedded within the app.

Hybrid apps are often developed as a way for existing web pages to gain a presence in an app store without spending significant time developing a different app.  Hybrid apps also allow for the most efficient cross-platform development.  This helps to reduce development costs and time-to-market, since the same (non-device-specific) HTML code components can be reused on different mobile operating systems.

## WHICH APPLICATION TYPE SHOULD YOU BE USING?

Each type of application carries certain advantages and disadvantages.  What you perceive as such may be dependent on what you expect to achieve from your app in terms of a variety of aspects, from access to a device's features to speed to connectivity.  Oftentimes, the most advantageous apps are simply those that are able to be coded, delivered, and implemented the most quickly and efficiently.

> *Ok, so I have the ability and the know-how*
> *to implement mobile procurement.  But:*

# How can I best leverage mobile procurement to suit my company's needs?

Aberdeen has presented some interesting statistics on the ability for mobile apps to improve an organization's efficiency. The use of mobile apps designed specifically for aiding employees in their job functions have helped to *improve operational efficiency by 44%—and employee productivity 45%.*

Mobile apps have also accounted for the improved communication and collaboration amongst team members by *as much as 66%*. Outwardly, mobile software has fostered a *42% rise* in customer intimacy.

A thorough understanding of your business will provide you with plenty of the tools necessary to interact and make decisions. Add in mobile apps—with their ability to rapidly deliver actionable information—and organizations are now able to reach the point of decision *48% more quickly.*

## UNDERSTAND HOW DIFFERENT INDUSTRIES FUNCTION

Vroozi's procurement platform does not discriminate based on the industry for which it's being utilized. Any purchasing role—across all industries—can experience the improved business shopping experience it presents. From schools and hospitals to restaurants and retail, factories and field work to start-ups and *Fortune 500 companies*, Vroozi is here to help your company save time and money.

## FUTURE-PROOFING YOUR INVESTMENT

No matter how you handle your procurement duties, there is much more to the concept than a single, one-time cost savings. For organizations that lay the proper foundation and embrace procurement proficiently, a sustainable procurement competence can be realized.

According to global business consultants The Hackett Group, Inc., companies with "world-class" procurement departments are operating at about *20% cheaper than average companies*. The Hackett Group also finds that the savings realized in purchasing costs by these organizations are nine times greater than the cost of the procurement department, or twice the return on investments that average companies are able to generate.

Enterprise procurement, however, takes a real commitment to erecting a proper foundation and adhering to a process. The Hackett Group also suggests that the ability of top-performing procurement organizations to maintain their levels of savings on an annual basis appears to be very weak. The seemingly preeminent organizations prior to 2014 experienced a 17% decline in cost savings over the first three quarters, and The Hackett Group suggests that these companies are projected to experience an even greater performance decline in the years to follow.

Procurement simply isn't about having a one-and-done mentality for cutting costs. The companies above may be victims of their own previous success, but continuously finding procurement success involves an operational commitment.

## PROCUREMENT ADDS VALUE

For all the talk of what procurement can cut out, it's important to note what procurement can add. And, the value added through procurement amounts to more than just the amount of time and money saved.

Through a commitment to procurement, a spend maturation can lead to improved operational excellence throughout the organization.

Through a guided purchasing solution that opens up the buying role to more employees in an organization, the employees will begin to develop a systematic means for shopping more like they would as individuals—seeking the best offers, grouping purchases into fewer suppliers, and monitoring their time spent shopping.

By embracing procurement as a business competence, rather than merely a functional one, a spend-entrepreneurial mindset can radiate from the inside of the organization on out, empowering employees and improving supply chain relations.

*Ready to begin improving your organization's procurement process?*
*Visit us at Vroozi.com or contact us at info@vroozi.com.*

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*Vroozi connects customers and suppliers in a unified spending solution on a single platform.*

Vroozi's procurement platform is used by companies of all sizes across all industries and offers them all an efficient, fast, intuitive solution for improving their procurement processes and better managing their spending.

Vroozi is designed for companies who want to empower their employees, connect with their suppliers, and remain connected to their unified procurement platform from anywhere.
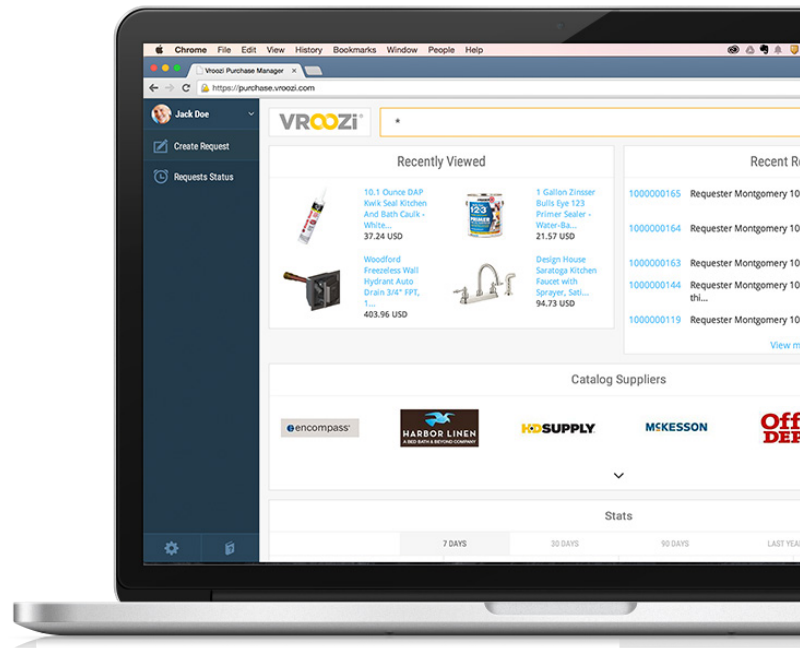
Vroozi mobile procurement platform is used by Fortune 500 enterprises and small-to-medium size businesses. It can run independently or integrate with back-end financial systems.

## Satisfied Vroozi Clients