

## 1 Help Desk Headaches vs. Deployment Training

IDC research indicates that the smartphone market is poised to increase from US\$1.1 billion this year to more than US\$3.1 billion in 2014. But, more notably, according to a recent Bloomberg article, devices like the iPhone are being deployed to 80% of Fortune 500 companies for corporate email. End-users will need to become accustomed to using their devices effectively in a business climate. Requiring users to take basic mobile device training prior to using their mobile device within your IT infrastructure can eliminate help desk headaches and boost productivity for the mobile user.

[eTraining Class: Top Ten Tips for BlackBerry](#)

[Reinforcement training sample for BlackBerry](#)

## 2 Downtime vs. Support

Then there's the issue of downtime, which, according to an Osterman Research study, is a key issue. Because the majority of mobile device users are high-profile employees, such as senior and middle managers, the downtime has greater effect on an organization's bottom line. Additionally, mobile devices are often relied upon in time-sensitive situations. As a result, providing users with an immediate and knowledgeable outlet for support makes sense from an investment, efficiency and business-critical standpoint.

[Boost morale and productivity by adding iPhone support and training](#)

[Reinforcement training sample for Windows Mobile](#)

## 3 Downtime vs. Continued Training and Support

Lack of resources for mobile device support and training contributes to increased downtime, but so does a misguided allocation of resources. If mobile device support calls aren't continuously flowing into your help desk, it doesn't mean problems and downtime don't exist. In fact, it means just the opposite; that mobile device users are taking matters into their own hands. Here's how:

1. Peer support (increase downtime costs by two and three, and you now have multiple workers sitting around trying to help each other sync one employee's e-mail to his mobile device).
2. Time-consuming help menus and online resources, which commonly result in a partial solution or none at all.
3. No solution and a workaround. The employee continues to use his mobile device without utilizing the productivity-boosting tools, features and shortcuts that can make his job easier.



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