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operations, from management, to sales, to client service, according to a new survey.

Jun. 26, 2014



Businesses are increasingly reliant on mobile technologies for many aspects of operations, from management, to sales, to client service, according to a new survey.

The second annual Sage SMB Survey on Mobile Devices showed that slightly more

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company (21 percent) and by giving the ability to conduct meetings remotely (20 percent).

“The Sage Mobile Device Survey shows that mobile technology makes doing business easier, empowers superior customer service and increases productivity,” said Joe Langner, executive vice president and general manager of mid-market solutions for Sage North America. “With important business functions like customer contact being conducted primarily on mobile devices, business owners are finding ways to take advantage of technology and are seeing mobility make a true impact on their business.”

One of the most surprising findings is that while mobility is clearly having a positive effect on business processes, most businesses are not budgeting for the cost of mobile devices. Slightly more than three-quarters of business executives generally do not budget for mobile devices, preferring instead to purchase them as the need arises. Five percent report that their business sets an annual budget for mobile items and sticks to it, while slightly more than one in ten (12 percent) set an annual budget and adjust expenditures as needed.

Other notable findings include:

- Slightly more than half of the survey respondents (51 percent) personally use a mobile device to access work-related information remotely (when away from the office or their main computer).
- About two out of five respondents who use mobile applications are using a work-related application on their mobile device (other than a laptop) that connects to the cloud.
- Employees most commonly use mobile applications for checking their email (96 percent), text messaging (84 percent), managing contacts (79 percent) and their

calendar (71 percent), documents (65 percent), banking (60 percent) and social

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