

# The Device Dilemma:

The Tug of War Between Employees'  
Mobile Demands and IT's Security Needs





## EXECUTIVE SUMMARY

Employees are increasingly insisting on using their favorite mobile devices for corporate data and applications access regardless of their company's approved platform, according to a new survey of IT Directors in American and British enterprises. What's more, even when the IT department says no, it appears that employees are attempting to use their own devices anyway, resulting in consequences to the enterprise in terms of not only administrative costs, but even more significantly, security.

Given how many mobile devices go missing, even one unsecured device creates significant exposure. No CEO or company board of directors wants to face a lawsuit because of employees losing the organization's sensitive data. Yet so many smartphones containing sensitive data are lost or stolen each year. Perhaps what's most concerning is that three-quarters of those surveyed say they are worried that staff will find other ways to access corporate networks through their chosen device, with or without the IT department's help, while nearly thirty percent have experienced a security breach based on the use of an unauthorized device.

Until now, IT directors without a deep bench have had to say no. Saying yes to supporting new platforms and devices meant configuring and securing each device manually—not exactly feasible in a company with hundreds or thousands of employees using half a dozen different platforms. Even then, variable approaches from one device to the next made it difficult to know with certainty that security measures, such as on-device data encryption, were being implemented in a consistent and enterprise-grade manner. IT professionals would much prefer to be able to say yes—just over than half in the U.S. would if they were assured of security and management.

Which devices are employees flocking to? According to the survey--the iPhone, by a long shot.

**The iPhone has changed the game for mobile computing, and more than 80% of respondents are getting requests for iPhone support .**

At the largest companies in particular—those with 3,000 employees or more, IT managers are also under pressure to support new Android devices and Palm Pre, while continuing to support Windows Mobile and Symbian.

The research validates everything that our customers have told us anecdotally – they want to bridge the gap between the device choice their users are demanding and the management and security they require. With our Good for Enterprise and Good for Government products, Good Technology is uniquely suited to bridge by combining an exceptional user experience for mobile collaboration with government-grade mobile security and management.

**Brian Bogosian**  
Chairman, CEO and President  
Good Technology





## THE RESEARCH

Vanson Bourne, an independent technology market research specialist, surveyed 300 IT decision makers (200 in the U.S. and 100 in the U.K.), in companies of 500 employees or more. The results show a rebellion in the making. Nearly 80% of companies reported an increase in the number of employees wanting to bring their own devices into the workplace in the last 6-12 months. In addition, two thirds of IT Managers have been under more pressure to increase compatibility with people's personal handsets in the workplace. The iPhone is by far the most requested device with 82% of respondents saying users are most regularly requesting support for this device.

Regardless of the device of choice, companies are hearing that they must support each new platform as it gains popularity; three-quarters of the companies in the survey said they must provide support for multiple platforms.

**Companies certainly have something to fear if they can't satisfy their employees' requests. More than a quarter have had to cope with a security breach caused by an employee using an unauthorized device. At the largest companies the number is even higher: 31%.**

Interestingly, users don't ask to have it both ways. They're not demanding that their employers issue them the newest gadgets. They just want their companies to support the devices they're already using, according to nearly 80% of companies in the survey.

Security is not the only issue IT directors face in accommodating these requests for support. Almost half cite security as their biggest concern, but there's also the time involved in management and configuration (28%), and lack of control over the device (19%). Interestingly, reduced productivity based on personal usage of applications such as Facebook was last on their list of concerns at only 8%.

Employees want their favorite mobile devices, and they want to do everything on them. Tech directors are under pressure to give in. Some 54% said they are considering making more mobile applications available to the handset—expenses, sales data, and forecasts among them. Interestingly IT Managers don't want to prevent people from using their own devices, almost half (44%) said they would let people choose if they were assured of security and configuration.

With more applications on more devices, all containing critical company data, security and control are paramount.

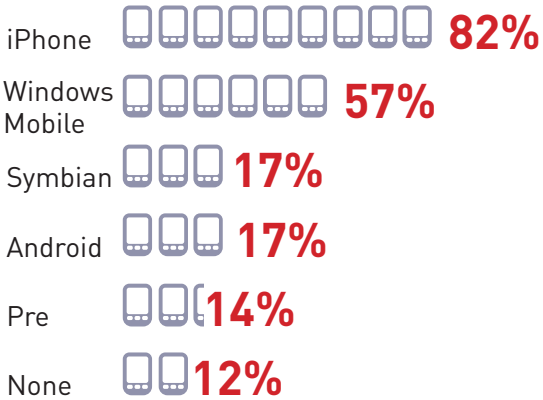
For a full version of the report, including a breakdown of responses by geography and company size, please visit [www.good.com](http://www.good.com).





# THE NUMBERS

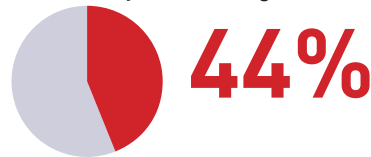
Most requested device support:



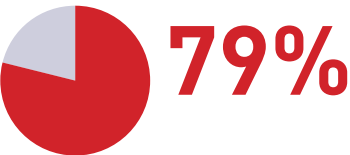
Percentage of IT directors who have seen an increase in employees wanting to use their own mobile devices in the last 6-12 months:



Percentage of IT decision makers who said they would allow users to choose their own devices if they could be assured of security and configuration:



Number who believe that employees would rather use their own devices to access the corporate network than a company-issued device:



Percentage of IT directors who think employees will use their own devices if their requests for support aren't met:



Percentage of companies who have suffered a security breach because of an employee's use of an unauthorized device:



Percentage of American IT professionals who would let people use their own devices if they were assured of security and configuration:



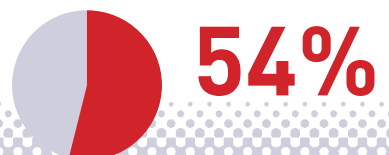
Percentage of American IT professionals who would NOT let people use their own devices, even if they were assured of security and configuration:



Percentage of IT managers who have been under more pressure to increase compatibility with people's personal handsets and the workplace:



Percentage of IT managers who are considering making more applications available via the handset:





# COMPARISONS

% of respondents that have seen an increase in people wanting to bring their own devices into the workplace



% of IT Managers that have been under more pressure to increase compatibility with people's personal handsets and the workplace?



What device support are users requesting?

	UK	US
iPhone	84 %	81 %
Windows Mobile	61 %	55 %
Symbian	23 %	14 %
Android	17 %	17 %
Java	11 %	19 %
Pre	5 %	19 %
None	9 %	14 %

IT Managers' single biggest concern in accommodating these requests?

	UK	US
Security concerns	37 %	50 %
Time involved in management/configuration	30 %	26 %
Lack of control over the device	27 %	16 %
Lack of user productivity due to distractions not allowed on corp. devices (e.g. Facebook)	7 %	9 %

% that believe that employees who have a personal smartphone would prefer to use that device to access the corporate network, rather than a company issued device?



% that think if these requests are not met, staff will find other ways to access the network via these devices?



% that would let people choose their own device if you were assured of security and configuration?



Apart from calendaring and push email, % that are seeing a demand for more workplace mobile applications?



% that have experienced any security breaches due to people bringing in unauthorized devices?

