# ReportPlus™

# A Work Anywhere Ecosystem
## Tablet Devices and Self-Service Mobile BI featuring ReportPlus

**Connect**

- Analysis Services Server
- OData Service
- Reporting Services Server
- SharePoint Server
- SQL Server
- Web Resource

**Create**

**Share**

# A Work Anywhere Ecosystem
## Tablet Devices and Self-Service Mobile BI featuring ReportPlus

An Infragistics White Paper

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### Introduction

There's no question business has gone mobile. Between client calls, bicoastal business meetings, ever-expanding sales territories, telecommuting, and more, the need to access business data from remote locations has skyrocketed.  This is consistent with the adoption of tablet devices.  According to McKinsey & Company's Telecom, Media & High Tech Extranet report, "Nearly 90% of employees use smartphones and tablets to do at least 25% of the work they formerly did on their PCs."[5]

What's more, mobile device usage for business is not limited to any class of employees; it's not just the tech enthusiasts or the C-Suite anymore.  Tablets and smartphones have truly reached a mass audience.

Whether your enterprise has a corporate policy on tablets or it's a "bring your own device" culture, enterprise tablet adoption has ramped up and will continue to grow by almost 50% annually.[1]

Mobility gives enterprises and their employees the freedom to be productive beyond the office's walls, but it's not without its shortcomings.  Ease of setup and security are the two biggest concerns, for businesses and employees alike.

ReportPlus is a self-service business intelligence tool that gives users secure access to enterprise data and allows the creation of reports and dashboards on the iPad.  The simple deployment and intuitive user interface eliminates any IT resource drain, as time spent configuring devices and training is minimal.  ReportPlus empowers users to access critical information to help them make informed business decisions, no matter where they're working.  It is a noteworthy business application built for the tablet movement.

### Tablet Devices

Just two years after Apple introduced the original iPad – which sold more than 19 million units in its first year[2] – tablets have reached a critical mass, according to comScore[3].

One of the contributing factors in tablet computers' popularity is their convenience. Business users can access corporate documents, intranets, social media, and more, with the magic of a touch screen and complete portability.  Last year alone, there was a combined 131% surge in enterprise-issued tablets and "bring your own device" policies, which translates to 2/3 of businesses using tablets in some capacity.[1]

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[1] http://www.forbes.com/sites/markfidelman/2012/05/02/the-latest-infographics-mobile-business-statistics-for-2012/
[2] http://www.statista.com/topics/841/tablets/
[3] http://www.comscore.com/Insights/Press_Releases/2012/6/Majority_of_Tablet_Users_Watch_Video_on_their_Device
[5] McKinsey & Company.  BYOD: From company-issued to employee-owned devices.

### Enterprise-Issued Tablet Devices

In its bi-annual State of SMB IT survey, Spiceworks, Inc., a global IT community, determined that 53% of small- and medium-business respondents support company-issued tablets on their network, with an additional 12% planning support during the first half of 2013.[4] Fortune 500 companies are using tablets, iPads specifically, at an even higher rate; as of April 2012, a staggering 94% of Fortune 500 companies were either testing or deploying iPads for enterprise use.[6, 7]

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The financial implications on enterprise tablet adoption are also astonishing.  Cumulatively, investments top $10 billion – that's just in 2012.[8]  Figure 1 illustrates that the purchase of tablet devices jumped to 38% of enterprise IT hardware budgets, while purchases of desktops and laptops have remained mostly flat.  Projections into 2013 and beyond show desktop and laptop computers plateauing, while tablets remain a growth area.  A survey commissioned by Morgan Stanley surmises that, thanks to enterprise uptake and use, tablet shipments will increase to 216 million in 2013 and by 2015, close to matching total PC shipments.[9]

### Enterprise Tablet Strategy and Roll-out

So how are enterprises deploying their tablet strategies?  "Quickly but carefully."[10]  Rapid but thoughtful roll-out enables enterprises to take advantage of the potential of tablet computers.  Arguably the number one benefit of equipping a workforce with tablet devices is to foster a "Work Anywhere" ecosystem.  The flexibility and portability of a tablet empowers employees to take their work on-the-go and fit a changing workweek, where clocking 9-to-5 hours is less important than productivity.
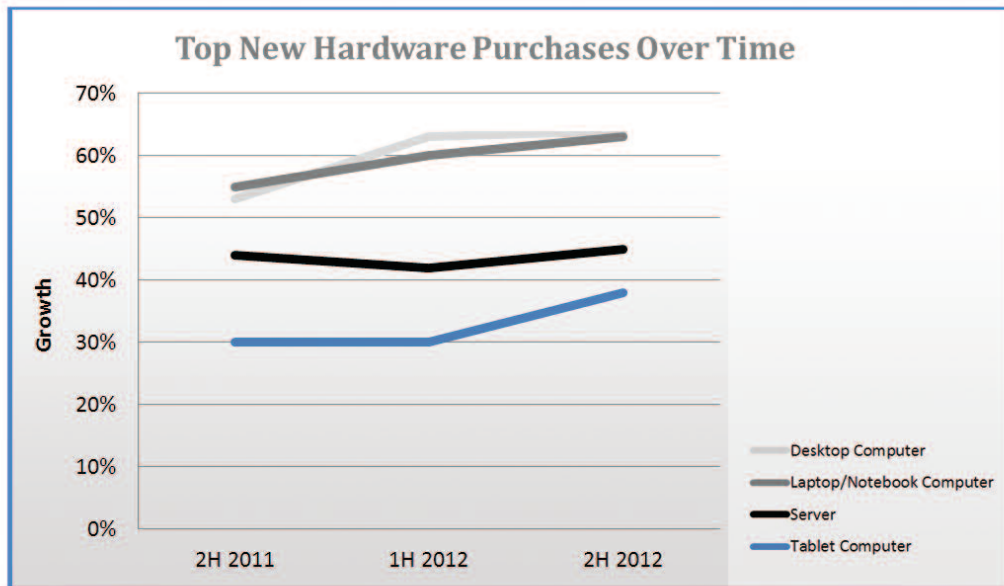


Figure 1[4]

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[6] http://www.macobserver.com/tmo/article/fortune_500_companies_moving_to_ipad_hits_94/

[7] http://tabtimes.com/news/ittech-os-ipad-ios/2012/09/13/apple-has-sold-84-million-ipads-almost-all-fortune-500-companies

[9] http://www.intranetfocus.com/archives/796

By outfitting its employees with tablets, businesses maintain a high degree of control over the operation. This guarantees a certain level of consistency from device to device. Most importantly, enterprise-issued tablets are inherently more secure than their BYO counterparts. Areas of specific interest include:

- **Centralized configuration**: Through centralized configuration, an enterprise's IT department controls access and permissions – what and much information the user can access through the company's server. As a starting point, IT should treat tablet configuration with the same policies they use to implement mobile phones.

- **Keeping tabs**: IT can monitor the exchange of information on the users' tablets, consistent with all other corporate device usage.

- **Encryption**: IT can configure tablets so server, web, and email access are established with a secure connection, such as SSL/TLS, a mobile VPN, and so on.

- **Integrated security layer**: This gives a user/IT department remote access to manage devices and wipe or lock them down if necessary.

- **Mobile app controls**: The data that downloaded applications request of users vary from app to app. Enterprises can take action against data requests from unscrupulous apps.

- **Device lock**: By implementing and enforcing a device lock policy on corporate-issued tablets, companies enable user authentication, which is of the utmost importance in the event a tablet is lost or stolen.

- **Anti-malware**: Tablets do not come installed with antivirus software, but a corporate-issued tablet can reach its end user already loaded with an approved malware product.

Summarily, enterprises that seek to wield a substantial level of control, specifically around security, should strongly consider issuing tablet devices and implementing a corporate policy on their use.

### Resources

One caution in considering an Enterprise-Issued approach to tablets is around resources. It's very easy for IT – not to mention management and end-users – to become taxed by the added responsibilities in deploying a tablet strategy, training staff, and providing tech

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[10] SearchEnterpriseDesktop.com E-Guide: Best practices for introducing tablets in your enterprise.

support.  The proper enterprise tablet adoption might place demands on employees at the onset, with diminishing strain as tablets are used more readily in daily business undertakings.

**"Bring Your Own Device"**
The BYOD tablet movement preceded enterprises adopting tablet strategies and outfitting their workforce with devices.  BYOD was a natural progression as tablets gained popularity and users discovered they had usefulness in the workplace, not just for entertainment or leisure; employees would bring in their personal tablets and link into corporate accounts, databases, and so on.  Sometimes this is referred to as "the consumerization of IT."  Upwards of 70% of enterprise workers choose to use a tablet in their workday, with or without IT permission[7].

As already pointed out, the mobility and convenience of tablets promotes a "Work Anywhere" environment, increasing productivity and job satisfaction.  Not to mention, tablets' newness and cool quotient invigorates the way people work.  It is in enterprises' best interests to permit employees to use their own tablets if they don't have the budget to furnish their workforce with corporate-issued ones.

**1... 2... 3... BYOD!**
Aaron Tantleff, senior counsel with the Foley & Lardner law firm, identifies the 3 most important items to enact a successful BYOD operation in the enterprise:[11]

**1. Policy:** Crafting a thoughtful BYOD policy is the critical first step.  It should be a meeting of the minds between IT, Legal, C-Suite, and other stakeholders.  Drafting the right policies—not just "pulling down a set of dusty policies designed for laptops"—will pay off in dividends.  Keep in mind that the policy will function as a living, changing set of guidelines and best practices.  You can adapt them as devices and the ecosystem evolves.  The most important thing is having some structure in place.

**2. Training:** Once a policy has been outlined to a comfortable degree of completion, it behooves your enterprise to train employees on expectations and responsibilities.  Schedule follow-up training sessions to get input from employees and communicate any amendments to the policy.

**3. Enforcement:** Upwards of 87% of large companies do not enforce the policies they create.  Anecdotally, users will challenge or disregard policy based on a valid business need.  Rather than throwing policy to the wind, why not enforce the rules and best

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[7] http://tabtimes.com/news/ittech-os-ipad-ios/2012/09/13/apple-has-sold-84-million-ipads-almost-all-fortune-500-companies
[11] http://forwardthinking.pcmag.com/none/297268-on-deploying-tablets-in-the-enterprise

practices, but adapt them to fit feedback from users?  This is the most careful, intentional, yet practical and elastic way to make a tablet policy work for your enterprise.

As tablet devices and the applications that run on them continue along their upward trajectory, enterprises will need to conscientiously manage the policies that govern them. Additional considerations include access, security, configuration, technical support, and so on.

### Consumerization of IT in the Enterprise

One additional consideration when it comes to tablet devices is the applications that run on them.  Tablet aficianados use applications in their free time and enjoy benefits like ease-of-use, appealing visual design, intuitive navigation, streamlined features, and gamification.  The best and most popular consumer applications run smoothly and offer complete user-friendliness.

The experience that leisure tablet users have with these applications shapes their expectations of business applications, a movement known as "the consumerization of IT in the Enterprise" (CITE)[13].  Enterprise tablet users now presume business applications will be simple, graphic, maybe even fun to use right out of the box!  Think Angry Birds for the enterprise.

### Case-in-Point: Business Intelligence on a Tablet Device

Let's examine one business use scenario for tablet devices.  Like tablets, business intelligence (BI) is a key trend in enterprises.  Not only is big data growing in size, scope, and importance, it is also impacting a larger sector of employees; nowadays "every worker is a knowledge worker."[13]

The BI trend is a perfect complement to the mobile tablet trend.  As it becomes increasingly important to organizations, there's also an expanding need for access to BI.  Once an organization commits to a tablet strategy, their approach to mobile BI follows quickly on the heels of that decision.  Enterprises will be mulling over many of the same considerations about security, support, permissions and licenses, ease-of-access, and so on.

### ReportPlus

ReportPlus is a dashboard and reporting tool for the iPad that maximizes users' ability to access business intelligence in order to make informed decisions, wherever they are.  Users can connect securely to data sources on their iPad, and build – not just access – dashboard reports directly on the device.  Through the use of pivot tables and data filters, ReportPlus supports interactive dashboards.  Saving and sharing reports and dashboards created on ReportPlus is a cinch, with straightforward prompts and a host of sharing options.  The application has a highly intuitive user interface and requires little to no training.

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[13] http://www.businessweek.com/managing/content/jan2011/ca20110110_985915.htm

ReportPlus is available for individual users as well as Enterprises.

### Connect

With ReportPlus, single users or IT can establish a secure connection between iPads and server-side data sources that would normally be accessed via domain credentials or username/password authentication. Supported resources include:

- Analysis Services Server
- Dropbox
- IMAP Mail Servers
- MySQL
- OData Service
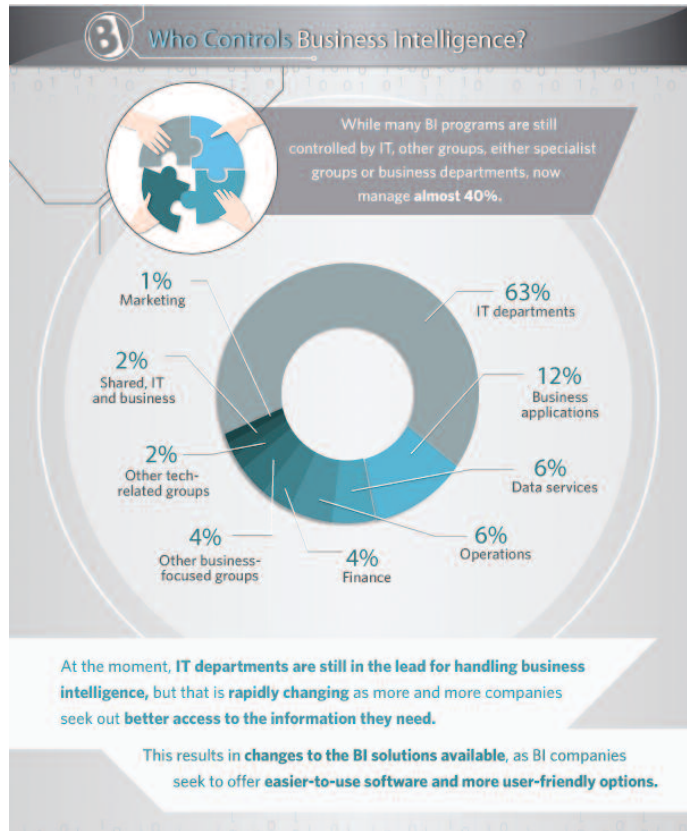- Reporting Services Server
- SharePoint Server
- SQL Server
- Sybase

Figure 2[14]

ReportPlus has no server side footprint for a swift and easy deployment, eliminating any IT resource drain.

### Dashboards and Reports

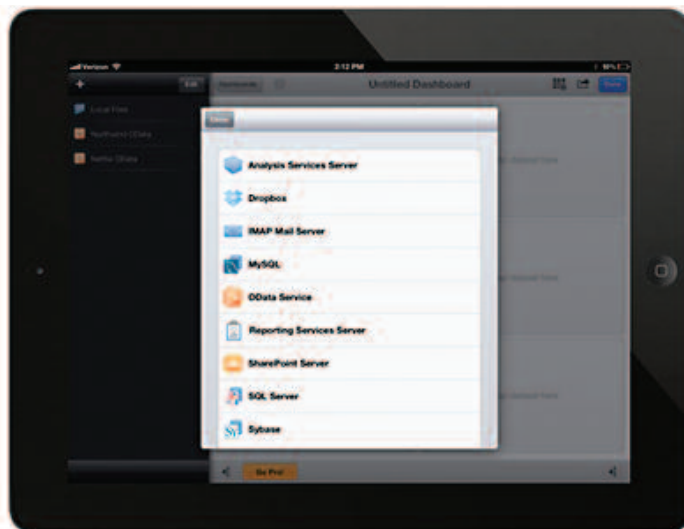Once connected, users can browse datasets and interactively create rich dashboards with

Figure 3

Charts, Grids, Trend Lines, Filters, Conditional Formatting, geo-coded Maps, and more. Sort, aggregate, and customize the way information is displayed with interactive commands and the Drag & Drop WYSIWYG Dashboard Authoring editor. ReportPlus outputs vibrant data visualizations, enabling business users to slice and dice data in a multitude of ways simultaneously.

Unlike other mobile BI tools, ReportPlus allows users to create reports and dashboards remotely – not just access pre-existing files.

### Collaboration

ReportPlus provides a host of sharing and saving options, including:

• Save datasets locally

• Access cached data while offline

• Email dashboard

• Annotate and export to PowerPoint

• Save on SharePoint and its mobile companion, SharePlus

### Using ReportPlus

ReportPlus was designed to help on-the-go knowledge workers access critical business information from the convenience of their iPad.  The user experience is swift, intuitive, and visually-driven.  Configuring ReportPlus as an individual is as simple as downloading the application and connecting to your preferred data source.  For enterprises, the application can be deployed from a centralized source, giving management and IT the ability to set permissions, grant access, add or remove features, and monitor the exchange of information over users' tablets.  Whether you're using the Lite, Pro, or Enterprise version, ReportPlus is eminently secure.  Users can have a straightforward and worry-free experience with ReportPlus so they can focus on getting the information they need to be productive, wherever they're working.  Data visualization, collaboration, and the empowerment to make informed decisions are just a few taps away.  Although its design was inspired by popular leisure apps, ReportPlus is an effective business tool for professionals.

### Conclusion

Are we in a post-PC era, where acutely portable devices like tablet computers and mobile phones eclipse the personal computer in terms of usability, convenience, and popularity?  Perhaps.  In any case, tablet devices are here to stay.  While they bring with them new challenges – security, policy, support, and so on – they also provide a promiseland of opportunities.  Once enterprises determine their approach to tablet devices, they outfit their employees with portable, user-friendly business supercenters.  Applications like ReportPlus empower businesses and their employees to be completely, securely, intelligently productive from a workplace that is increasingly 24/7 and increasingly mobile.

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