



## SUMMARY

### Industry

All industries

### Product

Mobile devices including computers, tablets and smartphones

### Region

All regions

### Typical Applications

Unmanaged hardware, accounts, services, access and operations

### Customer Benefits

Significant cost savings from eliminating unneeded devices and access plans

Increased operational efficiencies

# Dark Mobile: The Secrets No One Tells You

Though avoidable, dark mobile is a common outcome of enterprise mobility initiatives. It results in direct and indirect costs, with negative effects on spending, management, security and efficiency. Let's take a look at what dark mobile entails – and how you can manage it wisely to avoid bleeding money.

The term “dark mobile” is based on the concept of dark matter, which is used by astronomers and astrophysicists to describe the 80% of matter in the universe that they can't observe directly, though they can infer its existence and properties from its gravitational effects on visible matter. In mobility, “dark matter” refers to aspects of an organization's mobile environment that go unobserved and unmanaged – hardware, accounts, services, access and operations.

Let's examine each of these elements more closely.

## Dark Hardware

Hardware management has a shadow side: smartphones and tablets that aren't accounted for by the organization. They're not in inventory records, so as far as the collective company memory goes, they don't exist. These devices may not be assigned to anyone, or they may have been assigned to employees who've forgotten about them. This can happen when a business:

- Orders too many devices.
- Lacks a tracking and inventory process.
- Has no process for returning old devices when employees upgrade theirs.
- Has no program for decommissioning, retiring or recycling devices that reach their end of life.

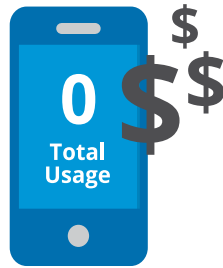


Dark hardware is a common problem in enterprises that don't have formal acquisition and tracking processes – the closest their employees get might be expensing a device and signing it up for an account.

These neglected or untracked devices represent lost value to your company, and they often go hand in hand with dark and zero-use accounts.

## Dark and Zero-Use Accounts

Cellular voice and data accounts that go unused are called zero-use accounts. Nobody is making calls or accessing the Internet with them, but the company still pays for those accounts every month. This could happen when an account is assigned to an employee who doesn't use it, or it may not be assigned to anyone – as people join and leave your company, it's easy to wind up with zero-use accounts.



Then there are dark accounts, where a forgotten phone contains a SIM card with an active account on it. These are a subset of zero-use accounts, with prior activity giving way to neglect as the company continues to pay for service.

Both zero-use and dark accounts represent significant lost value. We've seen organizations waste thousands and even tens of thousands of dollars annually on overlooked, abandoned accounts.

## Dark Access

Unauthorized, unknown and unaccounted-for access to corporate systems sounds spooky enough to earn the name "dark access." Mobile devices and their accounts, with credentials for access to corporate systems such as email, contacts and calendars, contain the keys to the kingdom. That's good news for people with a legitimate need to get into those systems, but the story changes when unauthorized parties gain that kind of access.



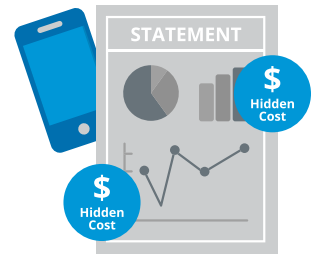
Sometimes dark access represents little lost value; people with dark access are often unaware of the situation, which makes it low-risk. But dark access can also be a high-loss scenario: There's a possibility that valuable information will be leaked or lost due to unauthorized access.



## Dark Operations

When mobile data lives in separate silos, you run the risk of dark operations. Even when you work in a single silo, you may not know what's going on – the information you need can get buried in a sea of data, telco jargon and legalese, so it's tricky to find even when you have expertise in mobile telecommunications.

A more complex example involves working with data in two silos. Suppose you have an employee who's preparing to travel abroad. Those travel dates live somewhere in your HR and calendaring systems, and the roaming agreements for your employee's mobile device are in your carrier's system. Without a solution for finding these bits of data, correlating them, and suggesting an appropriate action, it's up to the employee to make roaming arrangements. This kind of situation represents high-value loss.



## How a Mobility Partner Can Help

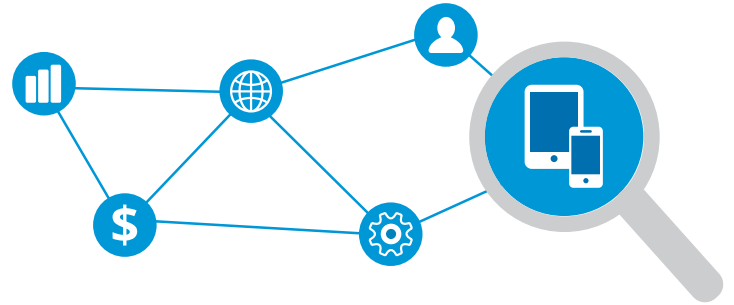
You can counter dark mobile by using a master system of record for data related to mobile telecommunications operations. This system should pull from a number of sources, including your organization's and your carrier's systems of record, along with your vendors' and other suppliers' systems. In this scenario, all the data is aggregated into a single source for telecommunications operations and decision-making. The data in your master system of record should drive systems of engagement: apps that orchestrate, manage and report on your telecom systems.

This is where Honeywell comes in. We can manage your mobile environment, giving you room to focus on what your business does best. We also offer programs such as device buyback, a seamless process for taking your company's old devices and selling them. If you use those proceeds to purchase new devices, then you're essentially turning dark hardware into money.

Our offerings also include a mobile management platform with a range of functions, such as automation of the hundreds of processes involved in administering mobile environments; device procurement; management of overages and roaming; and more. Honeywell solutions helped one of our clients migrate 1,000 BlackBerry® devices to Android™ and Apple® iOS in 30 days, instead of the 90 days the company had scheduled. In addition, Honeywell offers support services to help users who run into problems with devices, billing and so on.

Not sure what kind of services you need? A mobility assessment will provide visibility into your mobile environment and help

ensure optimization of all your management solutions. In one assessment of a client's 2,500 mobile devices and its accounts, we found almost \$500,000 in annualized saving opportunities, with nearly \$100,000 of it coming from inactive mobile plans.



Let Honeywell help shine a light on your dark mobile – take advantage of our **free mobility assessment** today. We'll review your current mobile data accounting and provide recommendations to help you reduce costs and maximize efficiency.

**For more information:**

[www.honeywell.com/enterprisemobility](http://www.honeywell.com/enterprisemobility)

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