# What Smartphone are enterprises supporting?
Posted by jtruax@mercyhousing.org - 2009/06/25 12:54

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We are evaluating smartphones, especially with the added Activesync capabilities of the iPhone, and would like to find out what other companies are doing with BlackBerry, Windows Mobile, and iPhones? Are any companies waiting until WM7 arrives to make a decision?

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# Re:What Smartphone are enterprises supporting?
Posted by jrajani - 2009/06/25 15:02

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I realize this question was directed at companies, however, as an individual I recently purchase a Samsung Omnia with WM 6.1 and the experience so far has been good. I'm able to connect with my work email and use the mobile office suite to view word, power point and excel documents in addition to checking my Google email and browsing the web using opera.

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# Re:What Smartphone are enterprises supporting?
Posted by gmoore - 2009/06/30 20:22

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We have been long time WM6, Palm and recently iPhone users. Depending on your business requirements, you'll likely find it's going to be a tossup between WM6/7 (if you want to wait), Blackberry and iPhone. For our business, users find the slow, graphically outdated and unnecessarily complex UI on WM6 to be unacceptable. Palm was the preferred platform for it's stability, performance and graphical superiority at one time. The iPhone is the new king of UI, while it lacks severely in the functionality and enterprise control areas. Blackberry works well in large corporate environments wanting complete control over the device.

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# Re:What Smartphone are enterprises supporting?
Posted by meggebrecht - 2009/07/01 14:28

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I'd love to see an iPhone specifically for the enterprise. Never say never ...

Of course, plenty of businesses are adopting the iPhone. In April, Forrester noted that Oracle and Kraft are both happy with the devices. And security concerns have lessened of late.

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# Re:What Smartphone are enterprises supporting?
Posted by jrajani - 2009/07/01 14:39

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Mike,

We may see an iPhone for the enterprise as the competition heats up and Apple has to start aligning its products for business over focusing on the consumer segment.

The enterprise will only adopt Apple if they can produce and market product lines that make it easy to work with existing infrastructure such as an Exchange server. It may seem very contrarian to note that Apple may have products that work on the exchange server, however, given the economic climate any opportunity for increased revenues should be welcomed and leveraged into a steady profit stream.

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# Re:What Smartphone are enterprises supporting?
Posted by yoonsie - 2009/08/14 20:54

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What about Nokia? Although Nokia is the world's biggest cell phone maker, its performance in the smartphone area is in its infancy. Now that they've allied with Microsoft to put Office on Nokia phones, could Nokia emerge as a sleeping giant in the market? In any case, RIM (Blackberry)has something new to think about.

By the way, my smartphone is the Nokia e71x, which I love.

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## Re:What Smartphone are enterprises supporting?

Posted by beverlyyan - 2010/02/17 06:05

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It should be a large contribution for the world of cell phone enterprise. The Iphone should do something latest on the phone technology.

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## Re:What Smartphone are enterprises supporting?

Posted by rgarretson - 2010/02/23 17:56

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Hate to be jumping in on this so much after the fact, but I work in a heavy Blackberry shop, that has dabbled with WinM6.2 and is now supporting iPhone, grudgingly. iPhone is certainly not an enterprise device -- and I join the chorus of those who'd love to see an enterprise iPhone -- but the elegance of the user interface, upgradable OS/apps (drove me NUTS having to completely wipe an AT&T Tilt to go from WinM6.1 to 6.2!) and generally better user experience for non-techies makes it less of a headache, IMHO. Windows Phone 7 sounds like will fix lots of problems w/ WinM, but don't know how many want to wait for "holiday 2010."

--Rob

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## Re:What Smartphone are enterprises supporting?

Posted by srw134 - 2010/02/25 02:04

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I think this will be an interesting one to watch. If MS actually lives up the potential of their programmers then they should be able to bring out a product to compete with everything, but they seem to be so up and down lately that I am very cautious of my expectations.

-sean

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## Re:What Smartphone are enterprises supporting?

Posted by sediga - 2010/02/28 15:57

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I agree that iPhone is not enterprise ready. I caved in and bought an iPhone back in Sep 09, and gave it up in Jan 2010. Couldnâ€™t wait to get rid of it â€“ I like the UI, but no offence to Apple, all I want in the order of importance is email, SMS, and browser. Thatâ€™s all â€“ no more bells and whistles. Thatâ€™s the main reason I like my BB. I think Apple did really well wit touch screen; certainly better than any Smart phone I ever had, but I still like the small BB keyboard.

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## Re:What Smartphone are enterprises supporting?

Posted by rgarretson - 2010/03/02 10:50

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I don't disagree with you, sediga, and if you find yourself writing long emails, there's nothing that beats the BB keyboard. I didn't try an iPhone until the release of the 3GS in July, and admit the virtual touch-screen keyboard did take some getting used to.

I find the iPhone perfectly good for your three important apps, email, SMS and browser, plus there are some incredible

productivity apps intermixed with the 100,000s of gee-whiz apps and games, like Dragon Dictation and enterprise-focused variants -- Dragon Dictation for Medical -- which haven't yet come to BB or Windows, etc. I don't really expect Apple to make the iPhone much more enterprise-friendly, but I have considerably more confidence in the developer community to seize the opportunities. --Rob

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## Re:What Smartphone are enterprises supporting?

Posted by sediga - 2010/03/04 13:29

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I somewhat agree.  MS has a huge application base; I am not sure why some of these apps are not making it to SmartPhones.

I was very excited about the iPad, but the fact that the same single-threaded OS is being used for iPad really disappointed me.  I am hoping MS will come thru with a killer application and gadget that is both enterprise ready and has a good HCI.

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## Re:What Smartphone are enterprises supporting?

Posted by meggebrecht - 2010/03/04 14:15

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You can count me among the people unhappy about the iPad's lack of multitasking functionality. It will likely keep me from buying one.

A single-threaded OS may be fine for a smartphone (or only slightly annoying), but I think people will expect more out of a "magical and revolutionary" device, as Apple likes to call the iPad.

I do, however, think Apple will listen to the complaints and make some amends with their next iteration.

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## Re:What Smartphone are enterprises supporting?

Posted by rgarretson - 2010/03/04 15:04

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Indeed, Mike. You can simply look at the differences between the original iPhone and the subsequent releases to see the potential in the iPad. (Even between the 3G and 3GS there were some significant improvements.)

I wouldn't write off the iPad based on the first release any more than Apple should have been written off based on the introduction of the Newton.

--Rob

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## Re:What Smartphone are enterprises supporting?

Posted by srw134 - 2010/03/04 15:32

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My problem with the iPad and frankly with the iPhone (even though I use one) is that multitasking seems like a simple obvious feature that most people would want. True, it does require more complex programming but lets be honest I could do it at least poorly with windows 3.1 20 years ago. The hardware is powerful enough to do it, not sure why this was dropped. The iPad is even more of a joke than the iPhone. How does it really compete with a 10" tablet running windows 7 or xp, they both cost about the same and the tablet will beat it in almost every test.

-sean

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## Re:What Smartphone are enterprises supporting?

Posted by storey58 - 2010/03/04 22:28

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i support iphone and blackberry and find that both work well on windows based email systems. Personally i prefer the iphone, but the business functionality/intergration and security is better with a blackberry.

On a side note: The nokia phones i have had experience with in the past but due to the lack of support i wouldnt recommend them. Palm treo seems to be a similar story to the nokias.

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## Re:What Smartphone are enterprises supporting?

Posted by caragarretson - 2010/03/05 12:45

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Enterprise IT departments shouldn't have to support this, but no doubt this trend will affect them: a recent study shows accessing social networking sites from smartphones is on the rise:
http://www.ciozone.com/index.php?option=com_myblog&show=Mobile-devices-and-social-networking-just-go-together.html&Itemid=713

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## Re:What Smartphone are enterprises supporting?

Posted by rgarretson - 2010/03/09 08:13

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Interesting that the long-awaited Sybase-SAP collaboration on smartphone apps to access SAP Business Suite and CRM were released for iPhone and WinM, w/ blackberry coming later this year. Palm, which was mentioned in the original partnership announcement a year ago is conspicuously absent and Sybase hinted at an Android version in the offing.

As I think I mentioned earlier in this thread (or in another one?), it's not necessarily Apple that's going to make iPhone an enterprise-friendly device, but the large developer community in a bow to the increasingly large installed base of users.

--Rob

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## Re:What Smartphone are enterprises supporting?

Posted by sediga - 2010/03/11 08:30

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This is a little off the topic (well, read on) â€“
I had a chance to play with the Archos 9 the other day, and very disappointing. My laptops are all touch screen Lenovoâ€™s and have been for years. Not sure why because it has always disappointed me with the touch screen.

One thing that MS is missing a viable touch screen like iphone. Say anything you want about iphone, and I did in my earlier postings, but the touch screen is pretty damn good.

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## Re:What Smartphone are enterprises supporting?

Posted by yoonsie - 2010/04/01 06:37

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Has anyone seen the survey by nCircle last week that found iPhone to present the biggest enterprise risk? 57 percent of the 257 security professionals cited it. From the press release:

The general consensus is that Apple continues to do only the absolute minimum to address enterprise security and supportability requirements,â€• noted Andrew Storms, Director of Security Operations for nCircle. â€œWe haven't seen any new enterprise iPhone security features from Apple since the summer of 2009 when they introduced their new hardware level encryption, which was almost immediately subverted. This is not the kind of behavior security professionals want to see in vendors.â€•

iPhone as the riskiest to enterprises doesn't surprise as much as the 27 percent who picked Blackberry, coming in third

(after Android).

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## Re:What Smartphone are enterprises supporting?

Posted by srw134 - 2010/04/02 18:16

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Well this is one of those problems that Apple will always have with their current strategy. That being that Apple products are so inherently secure. Of course this assertion itself is not based on fact but simply on the fact that noone wishes to attack the device. I believe that Apple will eventually figure out that there is a very large market to be had with enterprises but until they add considerable security enhancements to these devices it will stay well in the hands of Blackberry.

I am interested to see how Google does, I tend to think that Android will make considerable improvements over the short term to challenge the Blackberry. If this happens this will be good for both Blackberry and Android users as the competition will breed better products.

-sean

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## Re:What Smartphone are enterprises supporting?

Posted by sediga - 2010/04/12 09:25

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I am looking forward to android as well.  I like my BB, but would like more options to choose from.

The perfect scenario would be to have hardware, and the option to pick and choose the OS.  Wait, we have that today :)
I like to see this approach for the cellphone market.

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## Re:What Smartphone are enterprises supporting?

Posted by rgarretson - 2010/04/30 12:58

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Doubt that we'll EVER see device hardware standardized to the point of being able to swap or choose among multiple OSs. Seems the closes we'll get is that just a few OS maintain enough critical mass to make app developers port to all the popular platforms. Right now Apple OS and Google Android seem to be attracting the largest ecosystems around them, and it remains to be seen if RIM can maintain its position, Microsoft can finally make a dent with Windows Phone 7 and HP can resuscitate Palm's WebOS. Only time will tell.

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## Re:What Smartphone are enterprises supporting?

Posted by twilkinson - 2010/04/30 14:07

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As the primary influencer on all IT related purchases for my company, including handheld devices, I would like to speak to this topic from the view of an administrator.

BlackBerry, manufactured by Research In Motion (RIM), is the unrivaled king of smartphones in the business world and arguably anywhere. The reason it is the most common supplier of devices in businesses is because the device management tools are best in class and allow the administration and risk management concerns of businesses to be addressed. Some of the benefits of the use of BlackBerry devices in the enterprise are device and data security, IT Policy management, enterprise application deployment and management, complete email synchronization and calendar, address books, tasks and memo pad synch. As with most enterprise class capabilities these things require equipment, software and personnel in the background.

The bottom line is that BlackBerry users have enough access to get their jobs done, without having all the "toys" that many other manufacturers have. While end-users often view this as a problem, this is important to those that are responsible for managing the devices because security and manageability are major concerns for administrators. The "toys" available to end-users often increase risk to the corporate networks and without the ability to prevent a lack of knowledge or abuse from affecting service and availability this will quickly become a nightmare for the administrators and

possibly everyone else.

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## Re:What Smartphone are enterprises supporting?

Posted by srw134 - 2010/05/05 22:10

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I think that this is exactly our point as engineers. The BB has a large marketshare in the business space because they focus on these things, it is also why its marketshare with consumers sucks. The opposite is true of the iPhone. If one of these operating systems could merge the cools features with enterprise requirements with security and policy then that device would be a considerable player in the market.

-sean

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## Re:What Smartphone are enterprises supporting?

Posted by sediga - 2010/05/11 13:09

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But do you really want to see BB go mainstream? Didnâ€™t they try that with the touch screen version of the BB; didnâ€™t it suck? Well, maybe not suck, but it was not well received. I have lot of respect for BB/RIM to keeping with the market and its demands. Reliability, security, etcâ€¦ for â€œtoysâ€• and games, you need to go elsewhere. I think that approach has worked well for them, and I would hate to see them focusing on the non-corporate market.

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## Re:What Smartphone are enterprises supporting?

Posted by srw134 - 2010/05/12 02:49

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Well true, that is a question for each specific company. Many companies work well with a more concentrated focus on a specific market segment. For Apple is is consumers for BB it is businesses. Could either of them jump onto the other side, sure, but do they want to. For Apple consumers are generally less of a pain as they are individuals, companies require more landholding and more attention and thus better support. I personally am interested in Google's approach going forward.

-sean

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## Re:What Smartphone are enterprises supporting?

Posted by sediga - 2010/07/09 16:23

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I am not sure Googleâ€™s approach is better; time will tell. The community around android as a new OS is still rather immature. Granted that many many companies have adopted it. I like to see an open source solution to the cell phone problem, but I am not sure if android is it for the short term. Long term, yes. Short term, we are stuck with what we have.

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## Re:What Smartphone are enterprises supporting?

Posted by srw134 - 2010/07/17 15:23

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Well since my last post I have changed over to a Android phone and have no doubt that I prefer this product over the iPhone. While it is true that the community is not as developed as the Apple store it also allows an openness which I believe make it superior. And of course the OS is far and away better then that of iOS.

I think with a little more business development the Android platform could compete with the BB but time will tell.

-sean

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## Re:What Smartphone are enterprises supporting?

Posted by newscctv - 2010/08/27 03:30

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I'd love to see an iPhone specifically for the enterprise. Never say never ...

Of course, plenty of businesses are adopting the iPhone. In April, Forrester noted that Oracle and Kraft are both happy with the devices. And security concerns have lessened of late.

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## Re:What Smartphone are enterprises supporting?

Posted by rgarretson - 2010/08/30 15:34

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Just wondering, Sean, if you've used an iPhone for an extended period of time? I think all these advanced mobile interfaces take some getting used to, and you have to live with a device for at least a period of a few weeks if not months, before you really get a sense for whether it works well for the things you really need to do on the road. That's not to say that I think iPhone is any better than Android (since I haven't yet used an Android device, I can't pass judgment), I just know that the only things I'm comfortable contrasting are the BB, which I used for years before switching to a Windows Mobile 6.X phone, then an iPhone.  And I know from my experience with each of them, that it really took me months of use before I really learned what they could or couldn't do well.

--Rob

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