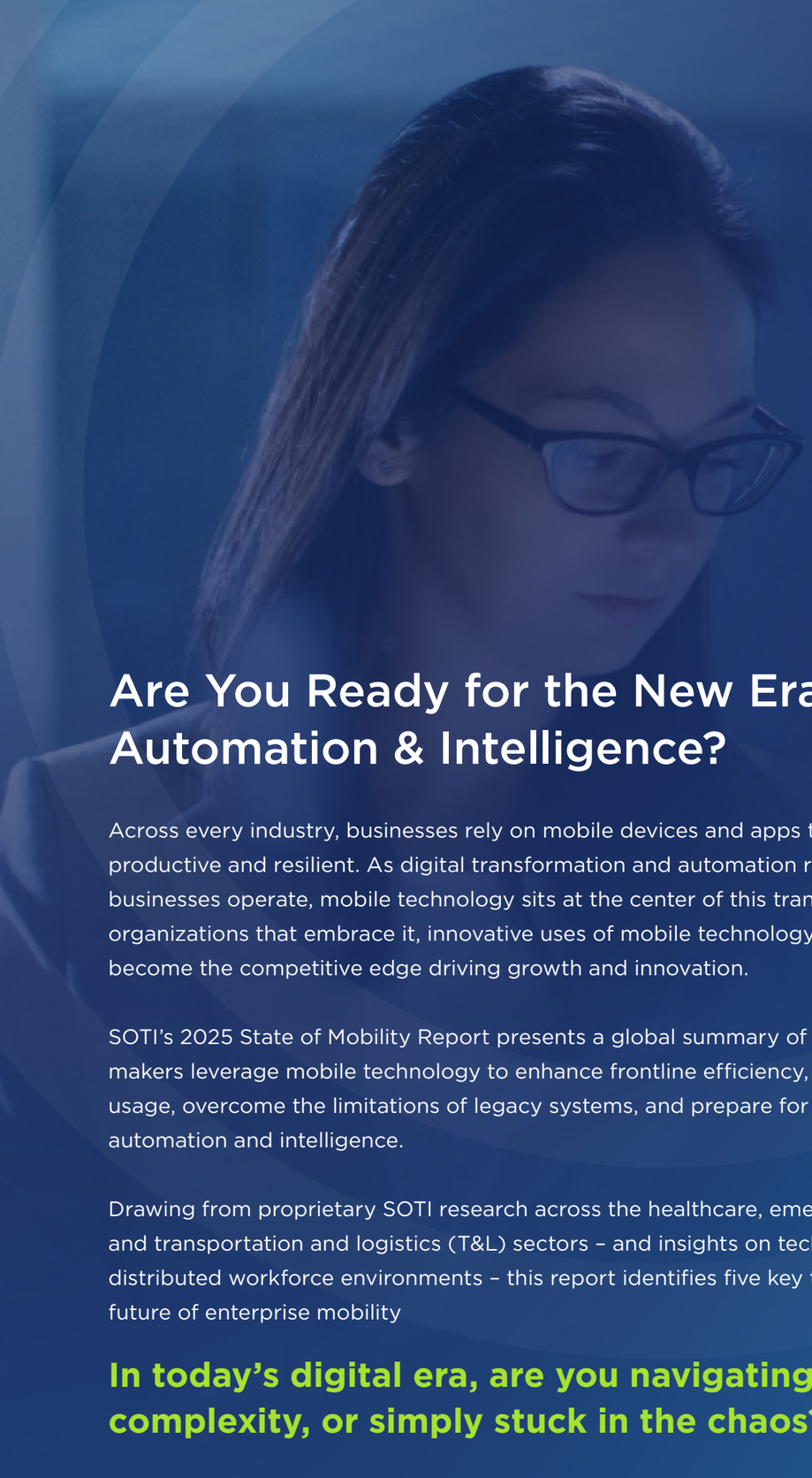
SOTI

ONE PLATFORM
CONNECTING EVERYTHING

# THE MOBILITY MANDATE:

## NAVIGATING DEVICE CHAOS & STRATEGIC AUTOMATION IN A NEW DIGITAL ERA



## Are You Ready for the New Era of Automation & Intelligence?

Across every industry, businesses rely on mobile devices and apps to stay agile, productive and resilient. As digital transformation and automation reshape the way businesses operate, mobile technology sits at the center of this transformation. For organizations that embrace it, innovative uses of mobile technology quickly become the competitive edge driving growth and innovation.

SOTI's 2025 State of Mobility Report presents a global summary of how IT decision-makers leverage mobile technology to enhance frontline efficiency, maximize device usage, overcome the limitations of legacy systems, and prepare for the next wave of automation and intelligence.

Drawing from proprietary SOTI research across the healthcare, emergency services, and transportation and logistics (T&L) sectors – and insights on technology used across distributed workforce environments – this report identifies five key themes shaping the future of enterprise mobility

**In today's digital era, are you navigating the complexity, or simply stuck in the chaos?**

## FIVE KEY THEMES

**1. Using Uniformity to Your Advantage:**
Tailoring Technology

**2. Operational Intelligence:**
From Reactive to Predictive

**3. The Automation Wave:**
Trusting Technology While Managing Risk

**4. Frontline Realities:**
Downtime & Well-Being

**5. Long-Term Strategy:**
Visibility & Interconnection

# 1

# USING UNIFORMITY TO YOUR ADVANTAGE:

## Tailoring Technology

Mobility is not a one-size-fits-all solution. Across sectors, organizations are customizing their mobile strategies to meet unique operational demands. In T&L, rugged handhelds and tablets are used an average of 3.5 days per week across all roles. Meanwhile, mobile printers are used daily by 37% of T&L workers, with 74% using them at least a few times per week.

In healthcare, the diversity of hardware is striking. Organizations report using an average of eight different types of hardware and software,

**92%** using laptops

**81%** using smartphones

**79%** using tablets

This fragmentation reflects the need for tailored solutions that align with clinical workflows, patient care protocols and regulatory requirements.

**Emergency Services:**

**53%** rely on personal devices

**58%** of respondents use employer-issued smartphones

**92%** of first responders report experiencing device issues weekly, with an average resolution time of 21 minutes – underscoring the need for robust device management and support systems.

Whatever the setting, an organization's device strategies and management processes must be customized to align with its specific needs, particularly across different industries and user groups. From T&L to emergency services and healthcare, each sector has unique requirements and use cases.

That's why effective device management cannot be a one-size-fits-all approach. Businesses need solutions that work across any device type and operating system, whether devices are company-issued or BYOD. There must also be flexibility to differentiate between full-time, part-time, seasonal workers and others. Particularly in today's cost-conscious times, being able to share devices, access information based on profiles and unlock patterns to make data-driven decisions is paramount.

This added complexity requires thoughtful consideration to adapt to each unique circumstance. The advantage of this flexibility and uniformity ensures seamless operations while minimizing the risk of downtime and device failure.

# 2 OPERATIONAL INTELLIGENCE:

## From Reactive to Predictive

The shift from reactive troubleshooting to predictive maintenance is accelerating.

**Healthcare:**

**97%** of organizations monitor battery health, but only 31% do so proactively.

Four in ten replace batteries on a fixed schedule, and **41%** use predictive systems to anticipate failures.

Across all sectors, the demand for smarter diagnostics is growing. Organizations need better tools to predict and diagnose issues before they become problems.

**Distributed Workforce Environments:**

**74%**

of organizations can track devices

**54%**

support remote workers with talk/text/video capabilities

**This highlights the importance of real-time visibility in managing dispersed teams and their devices.**

However, these numbers demonstrate that many devices are unmonitored, and there is a significant opportunity to improve quick, easy troubleshooting solutions, especially for remote workers.

Imagine a warehouse where workers start and end their shifts by picking up or docking devices. Routine issues like battery inefficiency and software upgrades to important apps are commonplace. Devices are expected to work at all times, especially in environments where time is of the essence. Consider a warehouse printing labels for time-sensitive deliveries. Organizations must consider these nuances to keep operations optimal at peak times to minimize costs, labor disruptions and downtime.

T&L respondents echo this sentiment. Three in ten attribute downtime to not knowing what device issue needs fixing, and 22% say printer connectivity issues are a major contributor to shipment delays. These inefficiencies result in lost hours, missed targets and increased stress for frontline workers.

# 3

# THE AUTOMATION WAVE:

## Trusting Technology While Managing Risk

**Automation is no longer optional – it's inevitable.**

**Healthcare Organizations:**

**81%** of organizations are using AI in patient care, up from 61% in 2024.

The most common applications include:

**60%** processing medical data

**59%** updating patient records

**46%** planning treatments

Yet, this rapid adoption is occurring alongside persistent legacy tech challenges. In 2025, 97% of healthcare organizations still use legacy technology, and 57% report security-related issues stemming from outdated systems. There is obvious tension between innovation and outdated infrastructure.

Emergency services face similar dilemmas. While 74% of respondents say technology must improve to ensure faster response times, 64% report that technical issues add stress to their jobs. The stakes are high, and device downtime or failure can be the difference between life and death.

**Distributed Workforce Environments:**

**31%** of organizations have introduced automation to business processes

**56%** report increased adoption of mobile tech and security spend

**58%** still rely on manual processes like email and paper, revealing that automation is unevenly distributed

# 4

# FRONTLINE REALITIES:
## Downtime & Well-Being

Mobility is meant to empower frontline workers, but when poorly implemented, it can do the opposite. In T&L, employees estimate 13 hours lost per person per month due to downtime. Nearly half (48%) say this causes stress, and 29% of drivers report speeding between deliveries to make up time.



**Transportation & Logistics:**

**71%**

T&L workers say device sharing is becoming more common

**58%**

worry it compromises customer data security

These issues are compounded by uncharged or misplaced devices, which 27% say cause shipment delays. Problems like this can impact team cohesion and morale.

**Emergency services:**

**24%**

of emergency service workers say device issues impact the time they can spend on care

**64%**

say technical problems add stress to their role

More broadly, distributed workforces are also impacted. While 64% of organizations have introduced flexible or remote working policies, only 34% have increased spending on mobile security. This gap between policy and protection leaves frontline workers and organizations vulnerable to cyberattacks.

Operational device management is not just an issue of hardware and software. Device complications and downtime create significant challenges for workers. The technology used within an organization must be well-integrated and monitored to ensure workers and the devices they use are set up for success.

# 5

# LONG-TERM STRATEGY: Visibility & Interconnection

Mobility is not just about getting the job done today – it's about the long game. A focus on the future helps organizations outlast competitors and succeed despite business uncertainty, particularly in times of rapid change. When it comes to an organization's device fleet, having visibility into all the moving parts, and a system that works cohesively, is essential to navigating the unpredictable road ahead.

In terms of sustainability in T&L, 74% believe tracking technology can improve a company's green credentials. However, only 30% say their supply chain partners operate in an environmentally friendly way. Half say they would leave an employer that isn't doing enough to protect the environment. This demonstrates the importance of long-term sustainability for workers but also highlights the need for coordination within a system. If one part of the system isn't following best practices, it becomes easier for others to do the same.

When it comes to productivity, 65% say investing in better mobile devices helps them work more efficiently. Having the information necessary to determine what it means to have a "better" mobile device and ensuring the right technology is being used appropriately can be an operational game-changer. This includes the process of maximizing device health and usage, but also effectively managing the lifecycle and reducing waste.

In distributed workforce settings, 67% say business workflows are managed digitally on custom apps – but 58% still rely on manually processes. In T&L, drivers say tracking goods helps keep deliveries on time and the supply chain and customers informed. This ensures customers are receiving the visibility they need. The path to increased visibility and greater operational efficiency is incorporating aligned digital infrastructure.

Healthcare respondents agree, as 90% say their organization would benefit from more interconnected medical devices, and 89% believe better technology would improve patient care. These insights point to a strategic imperative: mobility must be designed for both today's challenges and building resilience for tomorrow.

# THE OPPORTUNITIES OF THE FUTURE:

## Competitive Advantages Prevail

The 2025 State of Mobility Report reveals a critical truth: Mobility has evolved from a tactical advantage into a strategic imperative. Across industries, organizations are contending with legacy infrastructure, fragmented device ecosystems, rising frontline stress and uneven automation.

These challenges are real – but so is the opportunity. The data points to a clear path forward – by investing in predictive intelligence, secure device management and sustainable digital workflows, mobility can shift from a reactive necessity to a proactive driver of business growth and resilience. As organizations scale, digitize and adapt to increasingly distributed environments, mobility must not merely support operations – it must lead them.

The future belongs to those who unify their mobile strategies, empower their workforce and make technological decisions that are both agile and intelligent. From tailored device ecosystems to predictive diagnostics and automation, we are seeing a business landscape in transition – one where mobile technologies are not just tools, but catalysts for transformation. Yet, the path forward is not without friction.

Device downtime, manual processes and inconsistent support systems continue to hinder progress, especially in high-stakes sectors like healthcare and emergency services, where every second counts. Automation is accelerating, but legacy systems and uneven adoption threaten to slow momentum. To overcome these barriers, organizations must embrace mobility as a foundation for operational intelligence, workforce well-being and long-term sustainability.

**This report is not just a reflection of where we are – it's a blueprint for where we must go. The mandate is clear – mobility must be strategic, intelligent and resilient. Those who act now will be best positioned to lead in a future defined by automation, agility and continuous innovation.**

# METHODOLOGY

## HEALTHCARE'S DIGITAL DILEMMA: CALCULATED RISKS & HIDDEN CHALLENGES EXPOSED

This year, SOTI's research extended its scope to cover 1,750 respondents across 11 countries: U.S. (200), Canada (150), Mexico (150), UK (200), Germany (150), France (150), Sweden (150), Netherlands (150), Italy (150), Spain (150) and Australia (150). The survey was completed between January and March 2025 by IT decision-makers for healthcare organizations.

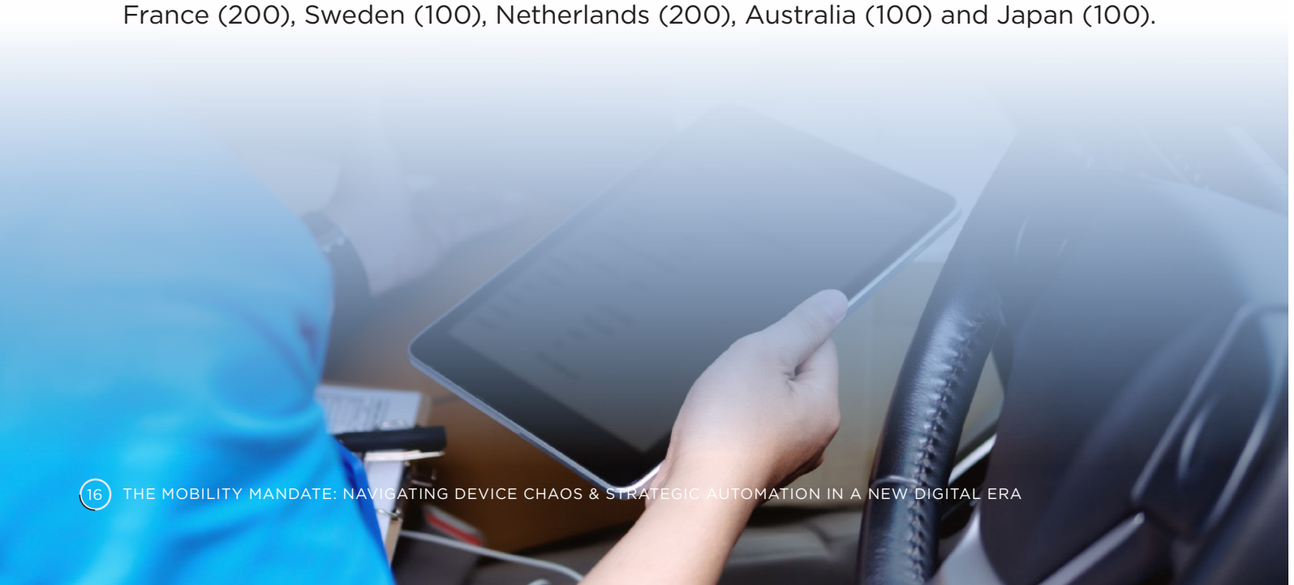
Global Breakdown: For this report, healthcare organizations refer to: 1. A hospital providing frontline patient services. 2. A general medical practice/clinic across many specialists, e.g., doctors' surgery, family doctor, medical practice. 3. A clinic providing frontline patient services across one or more specialties, e.g., mental health, neurology, physiotherapy, etc. 4. A healthcare provider providing direct-to-patient remote or telehealth patient services.

The healthcare organizations ranged in size from 50 to over 5,000 employees. Although all respondents were involved in IT decision-making for a healthcare organization, their roles ranged from IT professionals to senior management and C-suite levels.

## THE ROAD AHEAD: DRIVING DIGITAL TRANSFORMATION IN T&L

SOTI conducted its research in May 2024 across 10 countries. The research is based on 1,700 online interviews with people aged 18+ who work as T&L drivers or in warehouses in organizations with 50+ employees.

Interviews: U.S. (300), Canada (200), Mexico (100), UK (300), Germany (100), France (200), Sweden (100), Netherlands (200), Australia (100) and Japan (100).





## CODE DIGITAL: WILL HEALTHCARE THRIVE OR SURVIVE

SOTI's research spanned 1,450 IT decision makers across the U.S. (200), Canada (150), Mexico (150), UK (200), Germany (150), France (150), Sweden (150), Netherlands (150) and Australia (150). The fieldwork took place between March 7 and March 25, 2024. All respondents worked within the healthcare industry in either a hospital, general medical practice, clinic or an organization that provides direct-to-patient remote or telehealth services.

Global Breakdown: Overall, 32% of IT professionals interviewed worked in a general medical practice or clinic either within doctors' surgeries, as a family doctor or in a medical practice. A further 25% worked in clinics providing frontline patient services across one or more fields, including mental health, neurology and physiotherapy. Other represented roles include those working in hospitals providing frontline patient services (24%) and healthcare professionals providing direct-to-patient remote or telehealth services (18%).

## DIGITIZING THE FRONTLINE: TRANSFORMATIVE TECHNOLOGIES IN CRITICAL CARE

SOTI conducted research with emergency service workers in nine markets across the world. Between January 26 and February 14, 2024, 900 self-completed interviews were completed with 100 respondents from each of the following countries: the U.S., Canada, Mexico, the UK, Germany, France, Sweden, the Netherlands and Australia.

From a sector perspective, 35% of respondents worked for an ambulance service, 24% worked for a police force, 21% worked for a fire and rescue service, and 20% worked for search and rescue.

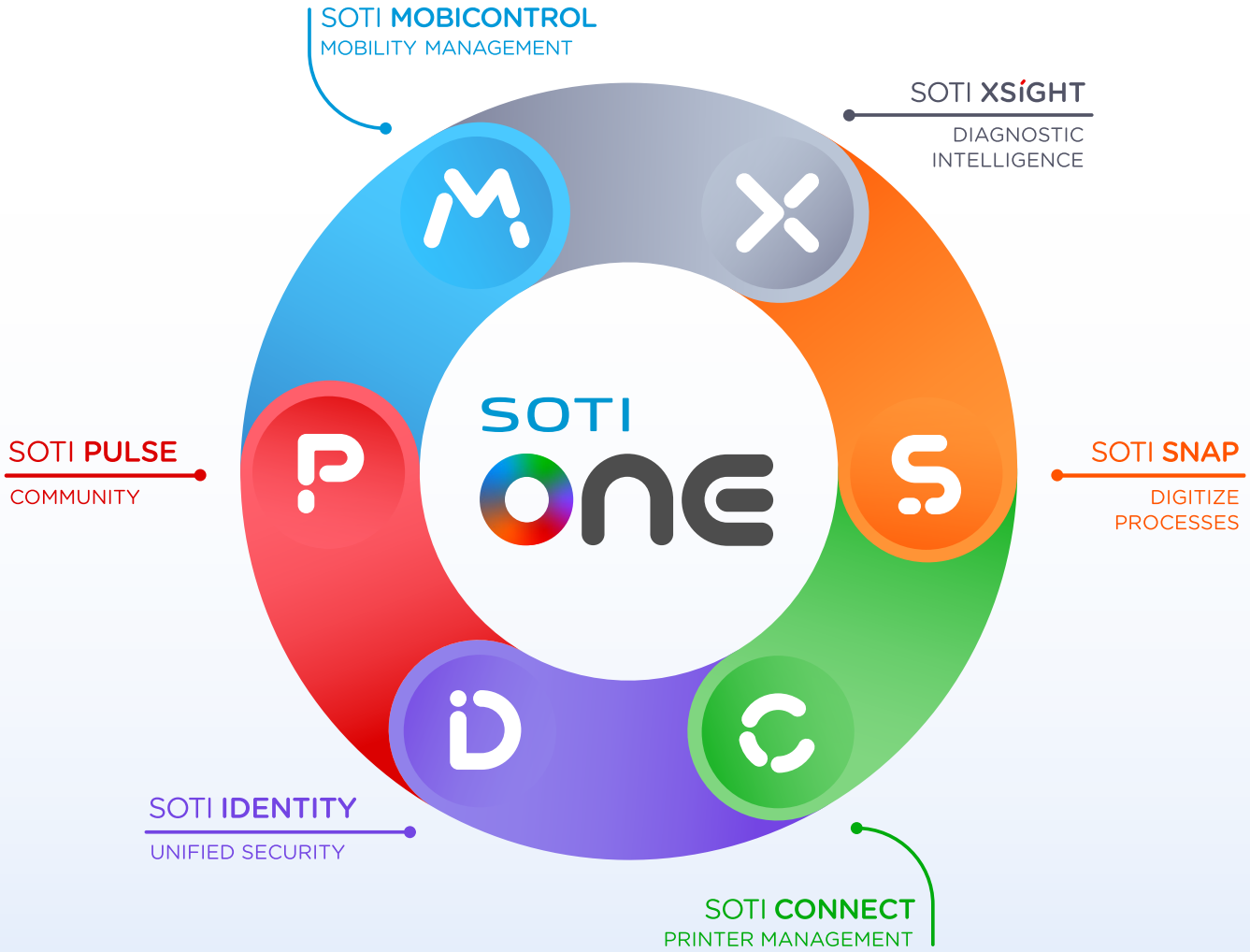
## WHEN WORK IS ANYWHERE: MANAGING TECHNOLOGY'S ROLE IN THE DISTRIBUTED WORKFORCE

SOTI's research was conducted in February 2023 with 2,500 IT professionals working in companies with 50+ employees globally. The 2,500 interviews were split across eight markets.

2,500 Interviews: U.S. (500), Canada (250), Mexico (250), UK (500), Germany (250), France (250), Sweden (250) and Australia (250). The results highlighted global trends and are organized by these individual markets while cross-referencing companies by size and sector.

# ABOUT SOTI

SOTI is a proven innovator and industry leader for simplifying business mobility solutions by making them smarter, faster and more reliable. With SOTI's innovative portfolio of solutions, organizations can trust SOTI to elevate and streamline their mobile operations, maximize their ROI and reduce device downtime. Globally, with over 17,000 customers, SOTI has proven itself to be the go-to mobile platform provider to manage, secure and support business-critical devices. With SOTI's world-class support, enterprises can take mobility to endless possibilities.




## TO LEARN MORE:

For additional information on how SOTI can set your business up for success, **click here**.
To learn more about the SOTI ONE Platform, **click here**.
To find out how SOTI can help with your mobile investments, contact us today at **sales@soti.net**.

SOTI is a proven innovator and industry leader for simplifying business mobility solutions by making them smarter, faster and more reliable. SOTI helps businesses around the world take mobility to endless possibilities.

soti.net



100625