



# TANGO EXTEND

## The current state of frontline and mobile communications

We surveyed over 400 decision-makers and frontline workers, in addition to utilizing data from a report of CX and EX decision makers in 25 countries, to find the impact on productivity, staff morale and the bottom line.

Employee Experience

### FRONTLINE WORKERS



Workers agree that their **employee experience levels are low** and that this negatively impacts their business delivery or success<sup>2</sup>

### DECISION MAKERS



CEOs agree **improvements in employee experience** directly impact their net profit<sup>2</sup>

## More and more, employees are using their personal mobile phones for business calls

### FRONTLINE WORKERS



Healthcare frontline workers who are actively **using their personal mobile phone for business**<sup>1</sup>

### DECISION MAKERS



Employers who allow their frontline workers to **use their personal mobile phones for business**<sup>1</sup>



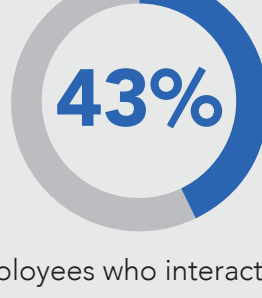
End Users say the top benefit of a business eSIM is to **keep their personal use private from business use**<sup>1</sup>

## Because of the impact of remote and hybrid working, organizations are investing in mobility

### MOBILE, HYBRID AND OFFICE-BASED EMPLOYEE MIX



27% of customer facing employees are hybrid and 30% are fully mobile; **57% of workers need communications on the move**<sup>2</sup>



Employees who interact with customers directly are currently **based in the office full-time**<sup>2</sup>

### ORGANIZATION INVESTMENTS



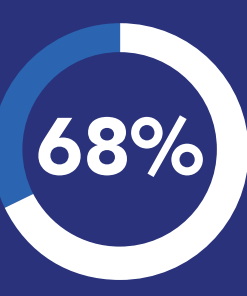
Organizations say **employees have access to the technology** they need to work from home or remotely<sup>2</sup>



Organizations who have invested in mobility to **support hybrid/remote working**; 76% say they will invest even more in the next 2 years<sup>2</sup>



**Top performers are twice as likely as underperformers** to have significantly increased their investment in mobility<sup>2</sup>



Frontline workers who use **Microsoft Teams** or another collaboration tool in their role<sup>1</sup>

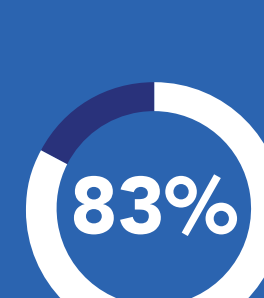
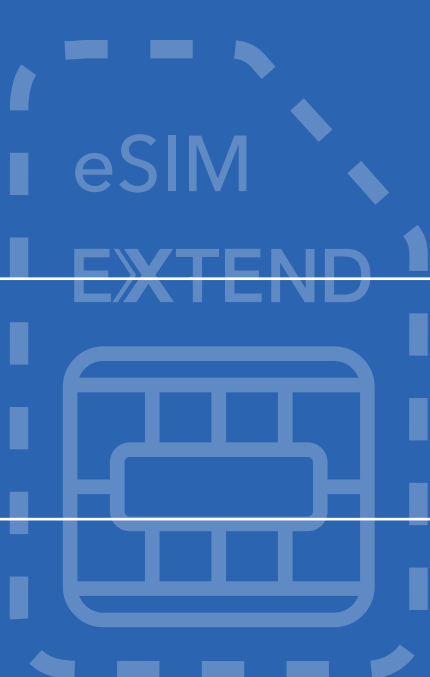
## Both frontline workers and organizations are open to a solution like Tango Extend



Organizations support BYOD<sup>3</sup>



IT Managers who view **supporting frontline workers with mobile solutions as important**<sup>1</sup>

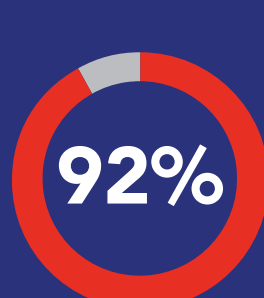


Frontline workers would **allow their employer to load an eSIM** like Tango Extend onto their personal mobile<sup>1</sup>



IT Managers who would use an **eSIM product** like Tango Extend to replace Fixed Telephony<sup>1</sup>

From CEOs to frontline workers, there is a clear need for business class Mobile UC solutions which leverage the technology they already carry. This will improve user experience and keep remote workers engaged with their colleagues and customers, delivering the best customer experience.



CEOs agree **improvements in customer experience** directly impact their net profit<sup>2</sup>

Learn more at [tango-networks.com](https://www.tango-networks.com)

<sup>1</sup> Source: Tango Survey Report, October 2023 by Cavell. Based on two studies: the first with telecoms/communications decision makers within 400 organizations based in the US, who have more than 50 employees; the second with 400 frontline workers based in the US.

<sup>2</sup> Source: NTT 2023 Global Customer Experience Report, Copyright NTT Ltd. The report spans 25 countries in five regions, and is based on interviews with 1,442 CX and EX, decision-makers and influencers across a range of business roles, from IT, IT security and digital to operations and the C-suite. 14 sectors are covered, including retail and wholesale, financial services, healthcare, communications, manufacturing and technology.

<sup>3</sup> Source: 2021 BYOD Security Report, Bitglass, June 2021. <https://jumpcloud.com/blog/byod-become-default-2022>.