



Enhance your business mobility capabilities as the nature of work changes

As businesses decentralize workers, ensure you keep pace

A close-up photograph of a hand holding a smartphone, with the index finger touching the screen. The background is a blurred bokeh of warm, colorful lights.

Start >



Mobility is the future of business

We are experiencing a time of great change for the American workforce. Once tied to offices, now more and more people are working remotely or on the go, using smartphones to access work that was once — even five years ago — only accessible via laptops or desktops.

With great change comes the need to rethink the systems we use for work. The mobile workforce needs a way to access their work to ensure that their data — especially banking data — is the most current real-time intel. And, we all need to keep our eyes on the horizon for the next developments in workforce mobility. In the following pages, explore these trends in mobility and more insights on the future of work. We see a future where even fewer workers lug laptops around, as mobile solutions become the norm for everyone from the c-suite down.

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The Projected Growth of the U.S. Mobile Workforce¹

60% of workers are expected to be mobile by 2024.

78.5 million in 2020.

93.5 million in 2024.

¹[DC, September 2020.](#)



Why the way we work is fundamentally changing

Employees couldn't always work from anywhere. There was a time — quite recently — where employees, managers and owners needed to be in the same building, in the same city and in the same state. Now, many businesses can fully operate using digital tools.

This trend toward decentralized work isn't new, but the COVID-19 pandemic and resulting lockdowns only further accelerated the widespread transformation to virtual work. The result? Today, there is no one-size-fits-all workforce, and flexible, hybrid work options continue to gain steam.

In an age when workers are jumping from video meeting to video meeting, or beginning to travel once again to meet with clients, we are also becoming far less dependent on access to a desktop to conduct pressing business. As your workers and workplace become increasingly mobile, you'll need to adapt to the following realities.

“The pandemic and events surrounding it have shown that people are no longer just sitting at their desks from nine to five every day. This is especially true of key decision makers.”

—Mike Allen,

Head of Commercial Digital / Receivables / Payables Product, CTP, M&T Bank



70%
of U.S. executives are planning to up their investments in secure virtual connections as we shift to hybrid work models.²



²[PwC, January 2021.](#)

Trend 1: Secure authentication matters more than ever

When workers are in offices or a single workplace, it's easier to monitor access to key systems and sensitive company data, including payments. Limiting who can access what information — even email and nonfinancial documents — will continue to be essential as the way we work changes and workers become more vulnerable to fraud.

Enter mobile tokens — the forefront of security. Physical key chain tokens that used to hang from key rings or were stuffed into briefcases have been replaced by new, all-digital tokens. You can now simply download a mobile app onto your phone or tablet, and that app can provide you secure access to your business accounts without a secondary device.

With mobile tokens, you don't have to wait for a text message or email and copy and paste (or type in) a token. You authenticate with a swipe on the device of your choice. Tokens are even compatible with smartwatches and biometric authentication, like facial recognition (Face ID) or fingerprint (Touch ID) technology.

³[Tech.co, October 2020.](#)

⁴[DataProt, December 2019.](#)

⁵[Accenture, August 2020.](#)

⁶[Federal Bureau of Investigation, March 2021.](#)



Four Reasons Two-Factor Authentication Is Essential

100

How many passwords the average person has to remember.³

81%

Of breaches are from password mismanagement.⁴

50

The average number of days that it takes to resolve an attack.⁵

\$1.8 billion

The estimated total losses due to business email compromise in 2020.⁶

Trend 2: Quick access to real-time data is essential

Depending on when and where you're working, you may want to log in to your business applications from your tablet, your phone, your laptop, your desktop — even your TV. So, when it comes to finding the right solutions for your business, make sure apps and websites dynamically render on any device. Otherwise, you may have difficulty accessing key information or real-time data.

Many solutions now provide access to everything you'll need on your mobile device. In the past, you might have been able to just see balances or approve payments. Today, you can access your full suite of services: See balances, make payments, approve payments, access your bank records and track fraud. These end-to-end capabilities help you make informed decisions about your business from anywhere.

Also, robust alerts now go directly to your device. So, if you're waiting for a payment or for funds to become available, you can get instant alerts in the palm of your hand, giving you context and data, and allowing you to stay on top of any issues.

Many mobile apps now also feature biometric authentication. This means you can continue to use either your username and password or token, or you can authenticate through your device, if your device offers fingerprint or face recognition as a security option.

⁷[AFP, 2019.](#)



“Your data is always going to be available if you access it on a mobile device. That can impact your day-to-day work, especially when you have to make a critical decision.”

—Glenn Bett,
Commercial Product Management, M&T Bank



Over **60%** of finance professionals think that faster access to payments will benefit their businesses.⁷



Trend 3: Innovations in app-based banking are changing how we do business

Digital-first work supports experimentation and provides the opportunity to rethink older issues with a digital mindset.⁸ That's why innovation comes from organizations who are on the cutting edge of technology. The newest forefront for business banking is apps, which have the potential — with their higher levels of embedded security — to be even safer and more secure than online banking.⁹

The COVID-19 pandemic, for all its negatives, managed to accelerate the corporate world's confidence in technology. More companies than ever are seeing the value of app-based digital payment options.

While paper checks aren't going away anytime soon, the pandemic made clear the value of electronic payment options, including ACH, wires, real-time payments and mobile check deposit. We always knew these solutions saved time; now, we know they also have cost advantages over traditional checks because they don't rely on post offices, bank branches, restrictions and volumes.

⁸[Deloitte Insights, April 2021.](#)

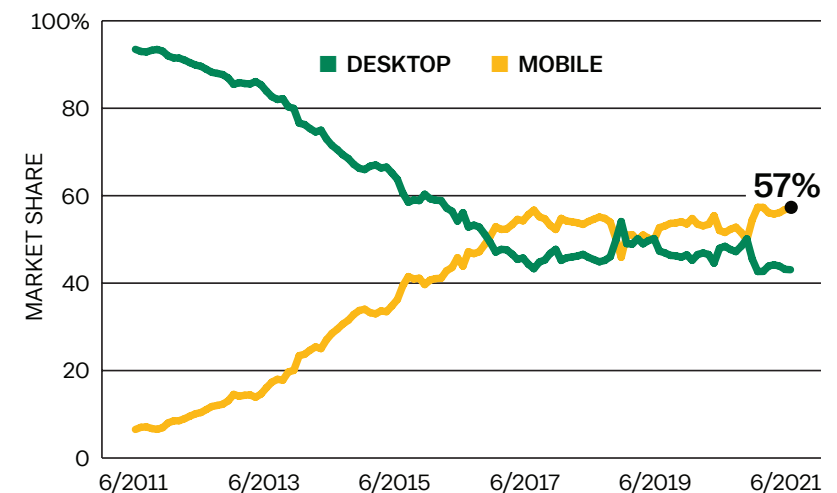
⁹[Aite Group, September 2014.](#)

¹⁰[Statcounter Global Stats, June 2011 to June 2021.](#)



What Percentage of Global Market Share Is Mobile?

Ten years ago, mobile accounted for just 6.5% of the global market. Now, it's 57%.¹⁰





Ensure your business is ready for work anywhere and anytime

All businesses are different, but here are a few essential banking apps that could enhance your business's mobility.



Treasury Center

Collect, pay, manage and protect. Provides the services and features to help you speed up your receivables and payables. Approve wire and ACH payments. Stop payments on the go.



Treasury Center Mobile Token

A fast and reliable way to access your online banking services with a swipe-and-go login experience. Manage your accounts and transactions with improved security to strengthen your defenses against fraud.



Commercial Mobile Deposit

All you have to do is scan checks for deposit using your phone or a certified desktop check scanner and send the check images to M&T Bank electronically for deposit via an Internet connection.



CentreSuite Mobile App

Access a wide array of expense management and card management features and benefits making everything simpler and less time consuming.

Are you ready to optimize your enterprise mobility?

Speak with your Relationship Manager or Payments Consultant today about how we can help your business.

For more information, visit:

<https://www3.mtb.com/commercial/treasury-management/information-services/treasury-center>



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