Scholars have envisaged that the future will be ‘mobile’ as mobile technology is changing our life. Mobile technology has become integrated into our daily lives both on a professional and personal level. The rapid development of technological progress in the areas of mobile technologies, open new possibilities to offer computational support for both professional and private activities, as “anytime” and “anywhere”. The concept of mobile work is not new, however the evolution of mobile technology has transformed how work activities can be carried out in real time regardless of time and location.

The goal of this research study is to produce a critical perspective of the current position of mobile technology and mobile work in small and medium-sized enterprises to support new ways of working. From this viewpoint, it is significant to recognise possible new ways or best objects to engage mobile work development projects. These objects are the source for the new practices and requirements for mobile work development for the organisation’s proficiency and productivity.

In this study, we developed a three phase model as a theoretical framework to investigate (i) organisation’s current ecosystem, (ii) use of mobile technology and (iii) visions towards mobile work. In the empirical part of the study, questionnaire and interviews are selected for data collection methods. The questionnaire provides more quantitative data, whereas the case study focuses more on qualitative data to analyse organisations’ current operations.

Empirical findings show that great variation of work mobility occurs among the SMEs. This can be seen in their current way of working as well as in anticipated utility available via increased use of mobile technology. Based on the questionnaire results, the problem of making the difference to business and performance with new mobile technology was considered as one of the problematic issues. This kind of inability to clearly see the big picture, how mobile technology could enhance the traditional way of working, is present in the responses of the participants. A large portion of the companies studied for this research consider mobile technology as an additional and an optional cost, but there is a group of companies which have practically mobilised all of their work processes to acclaim their business productivity. Case study points out that the real breakthrough of the work mobilisation is yet to come, as companies are still hesitant to initiate full scale work process mobilisation. Success stories are needed to justify the investment.

**Keywords:** Mobile work, Mobile technology, Ecosystem, Vision, Work system, Business, Work process