# Enterprise mobility management (EMM)

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- Do you have a high number of geographically dispersed remote or field workers who use mobile devices?
- Do you need to monitor and track the devices and upload software or data remotely, across a diverse range of networks?
- Do you want your mobile devices to boost your efficiency, customer service and future cost savings whilst keeping your support costs as low as possible?

If so, Spirit can help you! We're experts in enterprise mobility management (EMM) and can design a package that's tailored to meet your specific needs.

We can provide:
- A business mobility strategy (a vital requirement for most organisations), supported by a leading EMM solution.
- An approach that simplifies the process of managing a business environment that has multiple operating systems, vendors and purposes.
- An end-to-end EMM solution that enables you to manage your mobile devices, applications, content and security from a single console.

With EMM, you can start planning for tomorrow today – so you're ready to face future issues such as digital overload and evolving security needs.

## What is enterprise mobility management?

Enterprise mobility management (EMM) – also sometimes called mobile device management (MDM) – enables you to control and manage all of your mobile devices remotely.

If you want your mobile devices to provide you with improvements in efficiency, customer service and future cost savings, they must be managed properly.

This means the effective management, support and security of evolving mobile field forces across diverse network topologies.

Spirit provides a one-stop shop for every aspect of enterprise mobility, including a comprehensive EMM service. We can carry out upgrades, provide training and consultancy, and even host your EMM package for you.

An effective EMM system will support almost any type of mobile device and operating system.

## What are the key benefits of EMM?

**General benefits:**

- **Higher productivity** – Through minimised downtime; increased user adoption; reduced training and support time; and automated processes.

- **Time savings** – IImproved communication and visibility of users means that tasks such as application upgrades can be carried out remotely. The software also provides rapid access to reports that include a full asset history.

- **Cost savings** – Central management with web access reduces the need for multiple support teams to maintain your mobile deployment. EMM takes control of wireless expenses: you set account thresholds and set alerts on overages.

**Specific features/benefits:**

- **Safety:** EMM enables you to support lone workers more effectively; remotely lock down lost or stolen devices; wipe confidential data remotely; restrict the data on the device; and turn off SIM cards.

- **Monitoring/tracking:** with EMM, you can pinpoint the location of your workers; geofence your devices (and set up alerts if the device moves outside the area); and monitor the battery status. It also acts as a low-cost alternative to telematics, enabling you to track vehicles.

- **Control:** you can manage and control all of your mobile devices remotely and resolve any hardware or software issue. This allows provisioning, updating and wiping and backing up.

- **Performance:** you can also fix issues remotely; deploy software updates; optimise the battery performance; and set up alerts to trigger emails to managers. It is also possible for data to be synchronised and files and processes to be controlled so remote workers always have access to the latest information.

- **Versatility:** EMM enables a PDA or tablet device to be used as a phone, providing significant cost savings. It also enables device-to-device communication and device-to-management console communication.

- **Reporting:** EMM incorporates full reporting facilities: reports can be generated and emailed.

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## Leading examples of EMM

A number of companies provide enterprise mobility management. The key players are Soti, Airwatch, Mobile Iron, Wave Link, Meraki, MSP and B2M. Spirit partners with these companies and has useful comparison tables that might help you in making a decision about the right solution for your company.

There are three basis levels of EMM:

1. **BYOD (bring your own device).** This is for personal devices that need access to corporate email. EMM ensures that corporate data remains secure.
2. **Corporate Liable.** This level includes both corporately and personally owned devices that access the corporate network. The EMM solution configures devices to optimise security.
3. **Enterprise.** This focuses on increasing efficiency beyond just email and configurations. It enables businesses to safely develop and deploy enterprise applications to managed devices.

## How can Spirit help?

Mobility management products are very powerful and feature-rich but Spirit has an in-depth understanding of mobile solutions. We can therefore add value, saving you both time and money, by:

- Designing the optimum enterprise mobility management configuration for the maturity of your mobile solution
- Installing and configuring the software needed to implement the design
- Providing enterprise mobility management as a service, allowing you to benefit from reduced set-up costs and rapid, ongoing support – all for an affordable monthly fee
- Training your IT department or service desk
- Providing an EMM test environment
- Keeping you updated on the latest EMM releases – Spirit can carry out the upgrade of your EMM Server so that you have all the benefits of the latest release

We are independent and can provide solutions from most EMM providers. We will help you to choose the solution that is best for you. For added flexibility, you can have the software installed on your server or we can host it.

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## Total management, total control

One of the leading solutions we offer is MobiControl. This comprehensive software package includes:

**Asset and application management:** You can now monitor your mobile devices easily and instantly, enabling you to identify and repair damaged units or resolve other hardware and software issues. MobiControl also has a comprehensive suite of mobile management features. And, at the end of their life, your devices can be retired automatically, at the touch of a buttondamaged units or resolve other hardware and software issues.

**Device provisioning and enrolment:** Software updates and data can be deployed to your remote mobile computers in real time and device enrolment is easy – saving you time, money and effort and avoiding any disruptions to your activities. We also provide a complete toolbox of mobile device feature controls.

**Security:** EEM secures your devices against theft and unauthorised access and also ensures secure data transmission, minimising the chance of data being lost. MobiControl's advanced web-filtering technology allows you to enforce the responsible use of mobile devices. It also enables you to extend desktop-grade antivirus and malware protection to all of your managed devices. The secure content library provides secure access to documents, videos, presentations and spreadsheets – anytime, anywhere, and over any network.

**Control your telecom expenses:** Mobile workers increasingly rely on their mobile devices for their daily work, including access to business documents, ERP and SFA systems and key line-of-business (LOB) solutions.
So, how can you develop an effective enterprise mobility strategy that meets these needs without putting extra strain on your IT department, which also needs to manage costs such as telecoms expenses?
SOTI has developed the perfect solution: integrated **Telecom Expense Management (TEM):**

■ TEM streamlines mobile operations and tracks and manages voice and data usage, enabling you to control your telecom expenses.

■ Your IT department can set soft thresholds that trigger notifications for users or groups when they exceed the predefined limits.

■ It can also set hard thresholds that will disable SMS/MMS messaging, turn off data or even restrict voice calling if a user exceeds their plan limit.

**Data synchronisation:** Enterprise mobility management enables you to synchronise files and folders (either on an ad hoc or scheduled basis) between your devices and a server, so that your remote workers always have access to the latest information.

**Location services:** With EMM, you can locate, track and gather information on your GPS-enabled devices. This enables you to find lost or stolen units or to confirm the location of a mobile worker.

**Diagnostics:** Our tools enable you to carry out diagnostics of remote devices and identify potential issues in less than a minute – rather than having to spend hours on trouble-shooting problems.

**Alerts and reports:** Spirit's EMM service enables you to carry out detailed analysis of your mobile devices and of their performance in the field.

**Support:** Enterprise mobility management can support a wide range of mobile equipment, including smartphones, PDAs, rugged devices, tablets, laptops, desktops and printers.

**Helpdesk tools:** MobiControl lowers costs by giving support personnel powerful remote control and helpdesk tools for efficient diagnosis and problem fixing. They can log in to remote devices to see exactly what the user sees in real time; and to manage and view services, tasks, file systems and the registry of the mobile device.

MobiControl has also recently been enhanced with three impressive new features:

■ A secure mobile browser for iOS and Android devices. This makes it easier for IT personnel to manage the browser features and policies, and to maximise functionality without compromising security.

■ A completely managed and secure content repository. This enables your authenticated users to browse an approved list of documents, and to download them. To ensure compliance, any transactions are recorded.

■ An out-of-the-box provisioning solution. This enables the rapid configuration and deployment of mobile devices. IT personnel can install the MobiControl agent and configure devices (WiFi, VPN, NCF or Bluetooth) over the air.
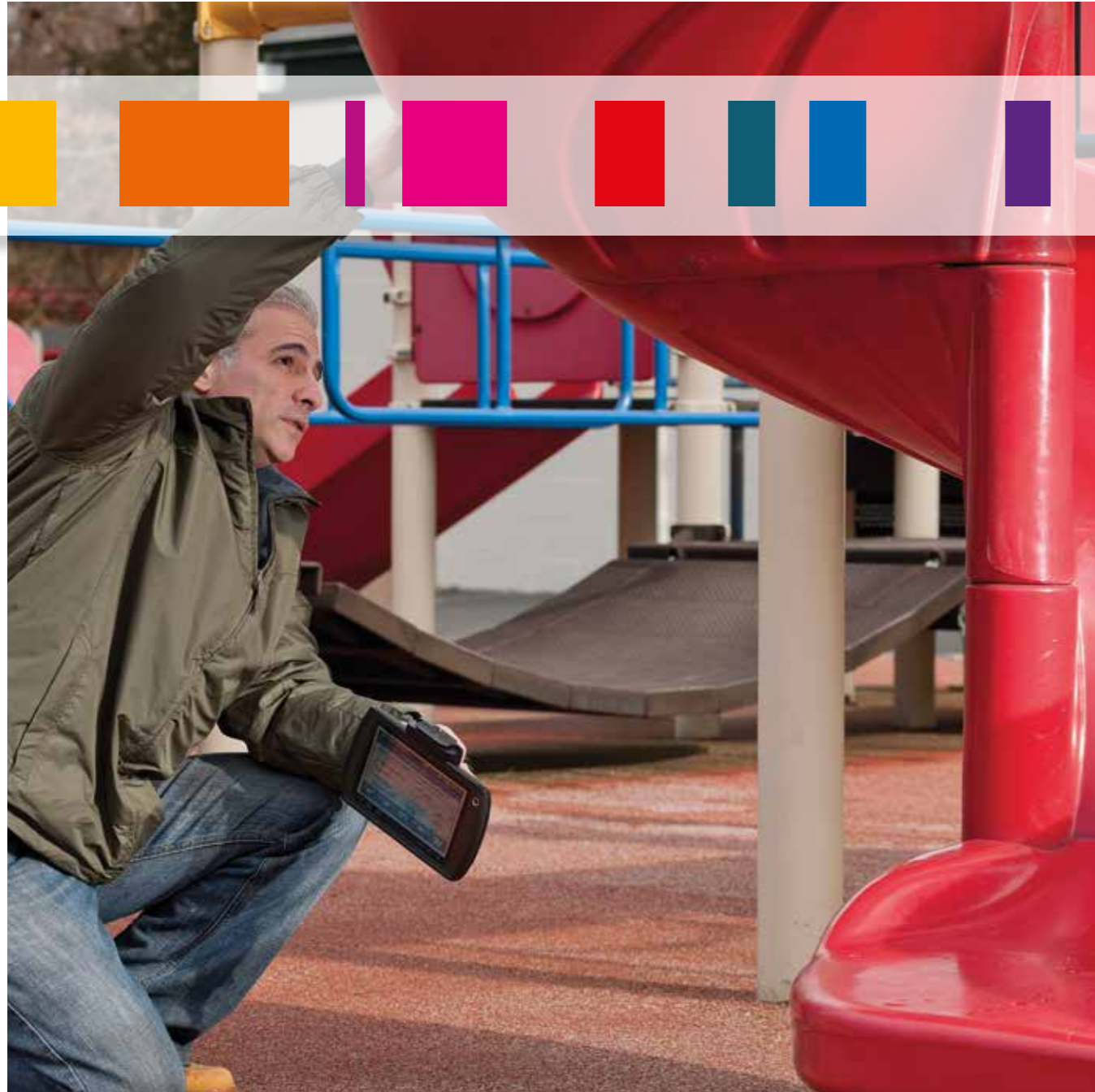
## Spirit's Cloud Services

We also offer EMM SaaS (software as a service), as part of our portfolio of Cloud services. This enables you to access a wealth of hardware and software capabilities over the Internet, eliminating the need for a large capital outlay on infrastructure. It allows you to drive change and improve the performance of both your IT systems and your business.

EMM therefore gives you all of the benefits of mobility management without the need for dedicated resources or infrastructure.

To find out how our enterprise mobility management service could help you to gain the optimum return on your investment from your mobile devices, please contact us now on **01928 718800**, email **helen.jones@spiritdatacapture. co.uk**, or visit our website at **www.spiritdatacapture.co.uk.**

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## Mobility Management Life Cycle

### MANAGEMENT & SUPPORT
Service programmes
Managed helpdesk
Change control
Asset management
Technical courier and drop box
Training
Solution review and reporting

### MOBILE SOLUTION DESIGN
Software
Hardware
Managed services
Mobile device management
Cloud services

### CONSULTANCY
Trusted advisor
Business consultancy
Technical workshops
Finance solutions
Proposal

### PILOT
Manufacturer engagement
Software pilot
Planning

### IMPLEMENTATION
Project management
Software development
Communication and integration
Security
Disaster recovery

### DEPLOYMENT
Infrastructure services
Provisioning
Installations
Configuration

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