

Mobile Device Management Services

The evolution of smart-phones into fully-capable mobile computing devices requires that they be managed and secured just like other valued assets on your enterprise network. For IT organizations, the challenges of supporting this new paradigm are significant and complex. According to Aberdeen Group research*, while growing use of various personal-liable devices is being permitted in the workplace, the vast majority of organizations have little to no visibility into device usage, security risks or associated mobility costs.

Transformyx answers this challenge, with a complete and centralized solution for enterprise mobile management. Transformyx MobileManager™ provides IT with the control and visibility needed to proactively manage and secure mobile devices, applications and corporate assets, while empowering mobile workers to be productive from anywhere at any time. Many processes are automated and managed over-the-air or on-device, to eliminate guesswork and save time for IT and help desk teams so they can focus on meeting SLAs. MobileManager™ makes it easier to track, support and secure iPhone, iPad, BlackBerry, Google Android and Windows Mobile devices throughout the mobile lifecycle.

The Transformyx MDM Service allows for:

- **Provisioning**
- **Expense Management**
- **Service Management**
- **Security Management**
- **Decommissioning**

Configure iPhone, iPad, BlackBerry, Android and Windows Mobile Devices From a Single Platform

The influx of consumer-owned devices in the enterprise places an extra burden on IT and the help desk. End users want freedom to use their device of choice, but enterprise security requires that you enforce consistent security policies across all devices. Transformyx MobileManager™ provides you with an easy-to-use Wizard to configure security policies across all of your iPhone, iPad, BlackBerry, Android and Windows Mobile devices.

Deploy New Smartphones Efficiently

When VIP users acquire new mobile devices, more often than not they need quick activation and provisioning of devices with enterprise applications. Transformyx removes the complexity to streamline device activation from a convenient Web dashboard. A few clicks and your mobile users are off to a productive start with instant access to enterprise resources.

Track Expenses and Audit Security of All Mobile Devices

Monthly wireless telecomm costs can quickly spiral out of control as a result of International and domestic employees, varying data and phone plans, and roaming users. Customers using Transformyx MobileManager™ typically find they can reduce wireless spend by up to 25%. Smartphone security audits help avoid costly litigation or compliance lapses. Transformyx can track policies applied to the device, and even identify missing or removed policies.

Support Smartphone Users Effectively

Now you can enhance the end user experience by proactively finding and fixing mobile user and infrastructure issues. Our technology to help you eliminate those late night calls by solving problems before users are impacted.

| Service Descriptions | Basic MDM | Standard MDM |
|---|-----------|--------------|
| Cost per Tablet, per month | \$ 29.99 | \$ 49.99 |
| Cost per Smart-phone, per month | \$ 9.99 | \$ 29.99 |
| Free Assessment to determine needs | ✓ | ✓ |
| 24x7 network activity, bandwidth & application monitoring | ✓ | ✓ |
| Web-based HelpDesk ticketing system with resolution reporting | ✓ | ✓ |
| Implementation of your existing mobile device policies | ✓ | ✓ |
| Customized creation of mobile device policies by Transformyx | | ✓ |
| Monitoring the end-to-end availability and performance of the mobile service | ✓ | ✓ |
| Real-time and historical performance of BES, Exchange, ActiveSync, Active Directory and SQL | | ✓ |
| Baseline network traffic, including performance of enterprise LAN/WAN and carrier networks | | ✓ |
| Access to our Help database with 6,500 problem-resolution rules | ✓ | ✓ |

Full Lifecycle BlackBerry Device Management

With Transformyx, your help desk team can remotely provision and support smartphones, ensuring mobile workers of consistent, reliable and secure access to enterprise data and applications. Now you can avoid costly delays, downtime and security and compliance violations. Transformyx helps you provision BlackBerry smartphones; proactively monitor and troubleshoot BlackBerry user and infrastructure problems; manage BlackBerry policies and configurations; and remotely find and secure lost company- and employee-owned BlackBerry Smartphones. Transformyx also supports this same functionality for Apple iOS, Android, Windows Mobile, Windows Phone and HP Palm OS smartphones.

Provision BlackBerry Smartphones

Today's IT departments are managing the complete lifecycle of both company- and employee-owned BlackBerry Smartphones. Enforcing corporate compliance requires the ability to monitor in real-time all new BlackBerry devices connecting to the corporate network, and detecting those devices with non-compliant security policies. Transformyx helps you manage every step of the BlackBerry smartphone lifecycle, from running enterprise activations to decommissioning devices.

Monitor and Remotely Control BlackBerry Smartphones

Transformyx provides device management capability for proactive monitoring of BlackBerry smartphones across your enterprise. Remote device support means Transformyx can perform over 120 automated diagnostic tests to help your IT staff pinpoint the root cause of BlackBerry device issues from a central Web console.

Secure, Lock and Wipe BlackBerry Smartphones

Lost smartphones pose serious corporate data security breaches. Transformyx can help you avert this problem, with the ability to lock-down and remotely wipe clean BlackBerry devices without delay.

BlackBerry Device Management Features at a Glance

| Blackberry Lifecycle | Details |
|------------------------------------|--|
| Activation Management | <ul style="list-style-type: none">•BlackBerry enterprise activation initiation and troubleshooting•End-users can use self-service portal to activate BlackBerry smartphones |
| Policy Management | <ul style="list-style-type: none">•Apply hardware and application policies•Identify installed applications and firmware versions on a device•Remotely update smartphone VPN, Mail, Calendar and custom application configurations•Track and register unauthorized smartphones•Create mobile application white- and black-lists |
| Service Management | <ul style="list-style-type: none">•Monitor the real-time health and access of every BlackBerry smartphone•Group VIP end users for increased service-level tracking•Perform over 120 advanced diagnostics device-level tests•Pinpoint installed application problems by examining smartphone version history, memory footprint, status, install date and configuration•Remotely connect and control BlackBerry device screen for instant problem resolution |
| Security Management | <ul style="list-style-type: none">•Monitor and track all BlackBerry smartphones for security incidents•Identity non-compliant BlackBerry smartphones and instantly suspend network access•Access security and compliance reports•Lock and wipe lost or stolen BlackBerry smartphones |
| Decommission & Recovery Management | <ul style="list-style-type: none">•Identify dormant or out-of-use BlackBerry smartphones•Identify and deactivate carrier data and voice plans•Manage BlackBerry inventory and technology refresh processes |

iPhone and iPad Device Management

Transformyx allows help desk representatives to remotely provision and support iPhone smartphones and iPad devices used by your company's mobile workforce. IT departments can ensure that users have consistent, reliable and secure access to enterprise data and applications.

Provision iPhone and iPad Devices in 60 Seconds

Transformyx makes configuring and provisioning iOS devices easy. One-click deploy ensures users get immediate access to enterprise email, calendars and contacts. Auto WiFi and VPN configuration allow users to seamlessly access enterprise resources behind the firewall.

Protect Enterprise Data without Compromising User Experience

Transformyx provides enterprise-class security while preserving the end user mobile experience. No new mail client is required. No additional servers that can impact user performance and availability are needed.

iPhone and iPad Device Management Features at a Glance

| iPhone and iPad Lifecycle | Details |
|---|--|
| Activation Management | <ul style="list-style-type: none">•User provisioned for mobile access on Exchange•Email configurations•Wifi settings (WPA, personal, WEP, WPA2)•VPN settings (LT2P, PPTP, IPSEC, Cisco, Juniper SSL)•Proxy server settings•Enable/Disable application installs•Disable camera•Prevent application purchases•Disallow multiplayer gaming•Enforce encrypted backups•Disable YouTube, Safari, iTunes |
| Policy Management | <ul style="list-style-type: none">•Apply security policies directly to an iPad or iPhone•Remotely apply policies through ActiveSync•Ability to encrypt profiles sent to device•Profile lock to ensure that profiles remain on the device |
| Service Management | <ul style="list-style-type: none">•Proactively detect user or infrastructure problems (e.g., mail outage, LDAP problems, carrier outages)•Monitor the real-time health and access of every iPhone and iPad device•Group VIP end users for increased service-level tracking•Perform advanced diagnostics tests Return real-time device statistics: <ul style="list-style-type: none">•OS version number•Carrier•Phone Number•Available storage•Applications installed•Encryption levels•Profiles installed |
| Security Management | <ul style="list-style-type: none">•Attach certificates for two factor authentication•Enforce passcodes (simple, complex)•Auto-lock device after inactivity•Auto-wipe device after certain number failed attempts•Maintain passcode history•Configure Access Point Node (APN) |
| Decommission & Recovery Management | <ul style="list-style-type: none">•Identify dormant or rarely used iPhone and iPad devices•Identify and deactivate carrier data and voice plans for unused devices•Full wipe of a device to return it back to the factory configuration•Selective wipe of a device which removes corporate data while leaving personal data on the device |

Full Lifecycle Android Device Management

Transformyx MobileManager™ allows your help desk to remotely provision and support Google Android smart-phones in your enterprise. Now IT departments can ensure that users have consistent, reliable and secure access to enterprise data and applications while avoiding costly delays, downtime and compliance violations. Transformyx helps you provision Android smart-phones; proactively monitor and troubleshoot Android user and infrastructure problems; and manage Android policies and configurations. Transformyx also supports Apple iOS, BlackBerry, Windows Mobile, Windows Phone and HP Palm OS devices.

Provision Android 2.2 Smart-phones

Managing the complete lifecycle of both company- and employee-owned Android Smart-phones doesn't have to be cumbersome. With Transformyx, you know when devices connect to your corporate network, and whether these devices are missing security policies or have the incorrect policies applied. Transformyx helps IT pros manage every step of the mobile device lifecycle, from Exchange ActiveSync provisioning to the decommissioning of devices.

Android Device Management Features at a Glance

| Android Lifecycle | Details |
|---|--|
| Configuration Management | <ul style="list-style-type: none">•User provisioned for mobile access on Exchange•Wifi settings (WPA, personal, WEP, WPA2)•Enable/Disable application installs |
| Policy Management | <ul style="list-style-type: none">•Apply available Android ActiveSync policies•Remotely update Android ActiveSync configurations•Roles based provisioning integrated with LDAP•Ensure that policies remain on the device•Provision applications and application updates |
| Service Management | <ul style="list-style-type: none">•Monitor the real-time health and access of every Android smart-phone•Group VIP end users for increased service-level tracking•Perform advanced diagnostics tests•Proactively detect user or infrastructure problems (e.g., mail outage, LDAP problems, carrier outages)•Return real-time device statistics•Processes running•Device memory & CPU•Signal strength•Battery level•OS version number•Carrier•Available storage•SD card details•Applications installed |
| Security Management | <ul style="list-style-type: none">•Remotely remove malicious apps•Enforce pass-codes (simple, complex)•Auto-lock device after inactivity•Auto-wipe device after certain number failed attempts•Configure APN•Restrict ports used by mobile apps on device•Data Loss Protection—identify all files installed on device•Track lost or stolen devices Application & Infrastructure Security•Encrypt data between mobile apps & enterprise infrastructure•Audit & log all mobile app traffic•Remotely kill rogue app processes |
| Decommission & Recovery Management | <ul style="list-style-type: none">•Identify dormant or rarely used Android Smart-phones•Identify and deactivate carrier data and voice plans for unused devices•Full wipe - return device back to default factory configuration•Select wipe - remove corporate data and leave personal data on device•Lock device |

Enterprise Windows Mobile Device Management

Windows Mobile Device Management in Transformyx MobileManager™ allows help desk representatives to remotely provision and support Windows Mobile and CE smartphones used by your company's mobile workforce. IT departments can ensure that users have consistent, reliable and secure access to enterprise data and applications. End-user related Windows Mobile smartphone problems can often cause costly delays, downtime and expensive security and compliance violations.

Transformyx helps you:

- Provision, track and manage Windows Mobile and CE smartphones
- Manage Windows Mobile Policies and Configurations
- Proactively monitor and troubleshoot Windows Mobile and CE User and Infrastructure problems
- Remotely find, secure and wipe lost Windows Mobile Smartphones
- Script common administrative or device-related tasks
- Accelerate, encrypt, and optimize mobile application delivery

Windows Mobile Device Management Features at a Glance

| Windows Lifecycle Management | Details |
|------------------------------------|--|
| Activation Management | <ul style="list-style-type: none">•Exchange ActiveSync activation and security policy deployment•Deploy device agent seamlessly to thousands of smartphones, PDAs or embedded devices OTA |
| Policy Management | <ul style="list-style-type: none">•Apply available Exchange ActiveSync (EAS) policies, including:<ul style="list-style-type: none">◦Provisionable Device Policies◦Password requirements◦Encryption Levels◦Password Recovery◦Policy Refresh Interval◦Attachment Size Rules◦Sharepoint Access◦UNC Path Access◦Inactivity Device Locks◦Password Failure Attempt, Expiration & History•Identify firmware versions on a device•Remotely update Windows Mobile ActiveSync configurations•Remotely update applications•Remotely update any configuration•Script common or unique business process or update flows•Track and register unauthorized Windows Mobile or Windows CE smartphones |
| Service Management | <ul style="list-style-type: none">•Monitor the real-time health and access of every Windows Mobile and Windows CE smartphones and PDAs•Group VIP end users for increased service-level tracking•Perform advanced Windows Mobile device-level diagnostic tests |
| Remote Management | <ul style="list-style-type: none">•Control Windows Mobile and Windows CE screens in real-time•Share annotations and chats collaboratively•Script back-end processes that imitate stylus, touch and keypad entry•Transfer files and applications with ease•Use VoIP to talk to any mobile device user, anywhere on any connection type•Capture screens, logs and other interactions for incident and problem management |
| Security Management | <ul style="list-style-type: none">•Monitor and track all Windows Mobile smartphones for security violations•Set up security policies for device password requirements, failed password device wipe, and lock screen timer•Identify non-compliant Windows Mobile smartphones and instantly suspend ActiveSync access for those accounts•Access security and compliance reports•Lock and Wipe lost or stolen Windows Mobile smartphones |
| Decommission & Recovery Management | <ul style="list-style-type: none">•Identify dormant or rarely used Windows Mobile Smartphones•Identify and deactivate carrier data and voice plans for unused phones•Manage Windows Mobile inventory and technology refresh processes |