



***Managed Mobility  
for Enterprise  
Environments***

A holistic approach to oversee usage, costs and maintenance while enhancing security.

## **Challenge**

Businesses rely on mobile devices to keep employees connected and productive. But managing the use of smart phones and tablets is a complex task that creates potentially serious risks around cost, productivity and security. To develop a strategic approach, enterprises must manage a wide range of requirements that include device selection and operating systems, data security, access enablement, device configuration/activation, administrator and user training, service desk support and expense management. The processes around basic needs such as activating devices for new employees, maintaining and repairing devices and managing voice and data plans from multiple carriers can create myriad layers of complexity.

**“ BUSINESSSES RELY ON  
MOBILE DEVICES  
TO KEEP EMPLOYEES  
CONNECTED AND  
PRODUCTIVE. ”**

## **Solution**

Our Managed IT Outsourcing offering for mobility combines application and device configuration, day-to-day support and monitoring/management to enable oversight and enhance the mobile experience of end users. We deliver any time, anywhere availability, while focusing on security requirements to protect both company and end-user data under a consistent set of policies. User segmentation based on business personas ensures that specialist employees get the additional functionality they require. Those with basic needs, meanwhile, get basic packages. As a result, you avoid paying for features and applications that are never used.

### **Specific capabilities include:**

- > Formal MDM assessment and health checks
- > Mobile strategy
- > Security policy
- > Proof of concept
- > Configuration and enrollment
- > Carrier activation
- > Level 1/2/3 Service Desk options
- > EMM solution management
- > EMM profile management
- > Telecom Expense Management (TEM)
- > Repair, disposition, disposal and redeployment

## **Benefits**

A global footprint comprising Latam, NA and EMEA, standardized governance policies and a single point-of-contact model for customer success ensure consistent and high-quality service. Hardware and tool-agnostic solutions enhance flexibility across multiple device types and device management tool sets.

Mobile data plans control data expenses by setting monthly limits on a per-device basis, as well as enable transparency by providing visibility into data usage by device.

**Additional benefits include:**

- > Flexibility of choice for end users
- > Cost reduction
- > Freeing up of internal IT resources
- > Access to talent and skills
- > Analytics and process optimization for continuous improvement

**“ FLEXIBILITY ACROSS MULTIPLE  
DEVICE TYPES & DEVICE  
MANAGEMENT TOOL SETS. ”**