Mobile Device Management

Mobile Device Management: A Growing Trend

The use of personal mobile devices to conduct company business has become an everyday occurrence in most organizations. The BYOD or "bring your own device" model continues to gain momentum and is expected to only get stronger. Whether devices are personally owned or company provided, employees are happy to enjoy the benefits of remote connectivity without concerns about the increased security risk that mobile devices bring to company IT networks.

LabTech Mobile Device Management (MDM)

LabTech MDM empowers IT service professionals to easily manage and secure mobile devices throughout their entire lifecycle. LabTech MDM is built directly into LabTech, so you can centrally manage all mobile devices across all client sites from the same interface used to monitor your clients' networks. The strong capabilities built into LabTech MDM empower IT solution professionals to fully manage their clients' Apple iOS® and Google Android™ platform devices to effectively enroll, configure, collect data, secure and service employee and company-owned mobile devices while safeguarding their IT network from mobile security threats.

Benefits of LabTech MDM Include:

• Enroll employee and company-owned mobile devices over-the-air

• Configure and enforce security policies, including passcode complexity requirements

• Instantly lock or wipe mobile devices in the event a mobile device is lost or stolen

• Pinpoint the location of a mobile device on a geographical map

• Help your clients avoid data plan overage charges with data plan management

Not Your Standard MDM

The robust functionality of LabTech MDM goes far beyond secure and efficient mobile device management. Our experience in the IT services industry and valuable partner feedback support a unique feature set that positions LabTech MDM ahead of competitive solutions. LabTech MDM is an effective way to develop new revenue streams with MDM contracts.

MOBILE DEVICE
Management

ENROLL

Easily register new or existing devices. LabTech MDM uses a simplified enrollment procedure for bulk registration of existing devices and also allows for self-registration of new ones. Choose from a set of enrollment methods, including SMS, email, quick reference (QR) code and web.

Common Tasks

- Automated QR codes enable point and click enrollment
- Instantly provide web portal link through email
- Utilize text messaging to directly enroll through SMS notifications

SERVICE

Centrally manage all mobile devices across all customer sites from a single interface (or single-pane-of-glass). Apply profiles to a single device or globally to a group of devices based on location or device type. Create dynamic groups that enable auto-wipe or auto-lock actions in case of a misplaced or stolen device.

Common Tasks

- Remotely reset passcodes, lock devices or wipe devices (selective wipe available for Apple iOS devices)
- Pinpoint the location of a mobile device on a geographical map or identify locations a device has been in a given time period
- Help clients avoid data plan overage charges with automatic data usage threshold alerting
- Enable users to take screenshots and submit support tickets directly from the mobile device

CONFIGURE

Instantly setup authorized configurations across all managed mobile devices. Safely apply corporate settings, including Microsoft Exchange, Wi-Fi, VPN and LDAP, as well as configure and apply third party email, such as POP and IMAP.

Configure smartphones and tablets with standardized configuration profiles and configure certificates for secure distribution and management of profiles.

Common Tasks

- Setup Microsoft Exchange or personal email settings
- Setup Wi-Fi access settings
- Setup VPN client connection settings

SECURE

Intuitively provision and enforce security policies. Set and enforce passcode complexity levels and history tracking. Define and enforce device auto-lock after inactivity periods and/or apply grace periods. Program auto-wipe following a specified number of failed login attempts. Enforce restrictions, such as access to app stores, camera and browser security.

Common Tasks

- Define passcode and complexity requirements
- Apply auto-lock after inactivity period and auto-wipe after a preset number of failed login attempts
- Apply system restrictions and other access settings

COLLECT

Easily track system inventory and identify mobile device types. Collect detailed information on device type, name, model, serial number and more. Capture carrier network, phone number and data roaming settings. Collect hardware data, including processor, memory, hard drive space and battery life. View and manage inventory of installed applications.

Common Tasks

- View detailed device type information for smartphones and tablets
- View hardware inventory, such as memory and drive space
- View installed applications

ENROLL · **CONFIGURE** · **COLLECT** · **SECURE** · **SERVICE**

LabTech Software

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About LabTech Software

LabTech Software develops the only remote monitoring and management (RMM) platform designed by a managed service provider (MSP) for MSPs. Their affordable, agent-based platform can automate any IT task and so closely emulates what technicians do in the field that customer support can be done remotely. Because LabTech Software understands how to manage a growing MSP business, they make it easy to purchase their software and allow partners to add agents as they grow. For more information, please visit www.labtechsoftware.com.