

Define Mobility Managed Services

Let us take you on a journey,
allowing you to connect virtually
anywhere...



MANAGED SERVICES

Define Mobility takes on the challenge of managing many professional services. These include:

Hosting and Management of EMM Environments for Customers

Migration of devices to MDM

On-Site Mobility Resource allocation

Simple Certificate Enrollment Protocol (SCEP)

SCEP is designed to make the issuing of digital certificates as scalable as possible.

Benefits of SCEP

- Improves Security
- No email password required; uses a certificate authentication
- Reduces Support Cost
- Better User Experience

Define Mobility offers helpdesk support based on our customers needs. This varies for each and every customer that we have. Our helpdesk levels depend on the customer and what will be the best option for their Managed MDM.

End User – Level 1

Our level 1 help desk support provides a single point of Mobility support for both administrators and end users for all their mobility needs. End user helpdesk will cover:

- Initiative theft/loss protection commands (based on approved workflow)
- Password reset in cases of forgotten passwords
- Wireless carrier
- Basic features and function support
- Troubleshooting
- Hardware issues (e.g. keyboard, touchscreen, Bluetooth, Wi-Fi, camera)
- Device configuration issues

Admin – Level 2

Our level 2 help desk support for client administrators (not end users) includes:

- Creating new groups/policies
- Assign & Manage access permissions to portal
- Resent Passwords
- Support Device/ user self-registration workflow (admin)
- Complete platform functionality and new feature review with each upgrade
- MDM Platforms issue management
- New Device and user enrollment support
- Provides access to mobility reports & dashboards

Hosting – Level 3

Define Mobility or its partners will provide a Hosted MDM infrastructure solution that includes:

- Server hosting, administration, monitoring & platform reporting
- Server health checks
- Software updates & hot fixes
- Access to standard mobility reports & dashboards
- L2 admin helpdesk for all platform issues
- Hosted services are provided by Define Mobility (based in Canada)
- The environment will be Non High Availability