



# Mobile Device Management Made Easy

## Efficient and effective device management solutions

Managing business operations with a fleet of mobile devices is a challenge for organisations. Ensuring applications are current, managing OS patches, network access and security updates while maintaining productivity are essential in business operations. A Mobile Device Management (MDM) tool, such as SOTI MDM, takes care of your mobility management requirements, allowing easy and efficient centralised support.

SOTI MDM simplifies the process of providing remote real time, secure support and updates across your fleet, with full visibility of the status and performance of your devices. Address small issues before they escalate. Analyse this data to proactively make decisions that boost device performance and worker productivity.

SOTI MDM can either be self-managed or provisioned by Unique Micro Design (UMD) as part of UMD's managed service; UMD Manage Plus for SOTI MDM.

### Overcome The Risks Your Devices May Be Facing With SOTI MDM:



Get alerts if a device becomes compromised, disconnected, roams offsite and more.



Reduce unplanned downtime that stops business productivity.



Prevent unauthorised parties from factory resetting and re-provisioning company owned devices.



Create work profiles to keep personal and corporate apps, accounts and data separate.




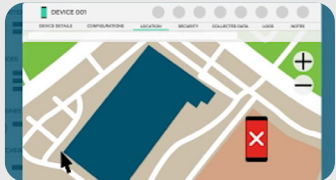
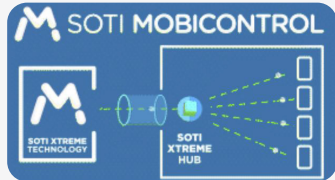
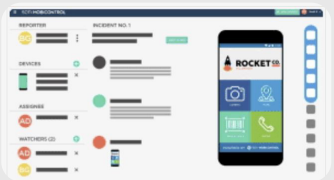
Scan for viruses and malware with antivirus software provided by BitDefender.



Safeguard your business by keeping critical information on devices safe and secure.

# SOTI Mobile Device Management

## Powerful MDM Features For Productivity And Device Safety:

 <p><b>Lockdown Mode:</b> Restrict apps to business critical apps, ensuring worker productivity. Prevent workers changing device settings or installing malicious apps.</p>	 <p><b>Geofencing:</b> Grant access to specific features when devices enter a location-based geofence, and remove access when devices exit the area.</p>	 <p><b>Fast App Distribution:</b> Quick deployment of device enrolment, provisioning procedures, apps and data to devices so workers can get their jobs done.</p>	 <p><b>Incident Management:</b> Troubleshoot by remote controlling device, document issues with screenshots and video recording.</p>
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Hackers can exploit vulnerabilities in networks via devices that are outdated or poorly maintained. Preventing security risks which could lead to stolen or compromised data is an inherent part of SOTI MDM. Proactively secure devices to reduce compliance risks through quickly rolling out patches or app updates to individual devices. Control modifications or installations on devices by using authentication, password and encryption features.

## MDM For Any Operating System:



Compatibility with over 200 device manufactures including wearables and vehicle mount computers, throughout their lifecycle.

## SOTI Support for SOTI MDM Includes:

- SOTI Assist mobile first diagnostic help desk platform
- SOTI Service Desk access
- Issue resolution
- Escalation management
- Secure remote connection to devices

Control, Protect, Streamline



# UMD Manage Plus For SOTI MDM

Is your IT team overwhelmed by device management tasks? Does your business require professional device care? Lighten the load on your IT team with UMD Manage Plus for SOTI MDM, a subscription service provided by our Technical Support team, experienced with SOTI MDM. Through secure remote access using SOTI MDM, our team can efficiently assist with implementing essential updates, apply security patches, ensure compliance and minimise software risks.

## What UMD's Manage Plus For Can Do:

Manage Plus features UMD Level 1 Help Desk including:

- Minor application version updates and bug fixes to prevent security risks and optimise system performance
- Device configuration management
- System status and health check
- Access to UMD's Help Desk: raise tickets of issues or requests (hardware and software)
- Management of issue tickets raised, including handover to vendors
- Subscription option: Support by UMD personnel, 2 hours per incident, 8 hours total per month. (Additional charges apply beyond these limits)

## A Proactive Support Experience:



Saves your IT team time



Responsive support



Acting on potential security risks



Enhances user productivity



Trusted by many customers to care for their devices

## Additional UMD MDM Services:

The following services are not included in the standard Manage Plus and are available as required. These services can also be provided as a standard fee for service basis if Manage Plus is not purchased.

- Major revision updates of operating systems and application software
- Maintenance of security patch updates
- Firmware updates
- Urgent critical security updates (outside standard maintenance security updates)
- Major support issues requiring level 2 and above support

Manage Plus for SOTI MDM, solving your mobility challenges.

