



Enterprise Mobility Managed Services

Why use a Managed Service?

While investing in mobility is simple, managing it is no easy task. IT teams are faced with a never-ending stream of new devices, operating systems and applications and are grappling with how to integrate consumer grade devices (BYOD) into corporate networks. Meanwhile Information Security teams are racing to keep on top of rapidly evolving mobile security threats and increasingly complex compliance regimes. Are these issues holding your organisation back from successfully implementing a mobility strategy?

Our Enterprise Mobility Managed Service is designed to help you overcome these challenges and fully embrace mobility. We take care of the day-to-day monitoring, maintenance, management and support of your Enterprise Mobility Management (EMM) platforms, including Mobile Device Management (MDM) and Mobile Threat Protection (MTP).

By leveraging our ITIL extended support capabilities, extensive technical skills and mobility experience, you can simplify your mobility management across a broad range of devices and operating systems. This will not only help you to reduce operational costs and risks, it will also free up your teams so that they can continue to focus on delivering innovation and business transformation.

What are the benefits of a Managed Service?

We live in a mobile-first world. Studies show that organisations with a high degree of mobile maturity enjoy significant competitive advantages and are:

- 15% more productive than those with low mobile maturity¹
- 29% more profitable than less mature competitors¹
- favoured by millennials, who consider the technology a brand uses (52%) a more important factor than brand (48%) when making a purchasing decision²

Strategic Benefits

- Focus on transformation & innovation without getting bogged down in support
- Reduce mobility risk by minimising the need for upfront, long-term investment
- Adapt quickly to changing business needs with flexibility and scalability
- Attract and retain IT talent by minimising routine, day-to-day administration tasks
- Make informed decisions based on actionable data and insights

Compliance & Security Benefits

- Reduce risk of data loss with 24/7 lock and wipe support – essential for GDPR compliance
- Reduce risk of system compromise with regular and timely patching and updates
- Improve governance with independent monthly reporting
- Enforce mobile policies through control and auditing of system access and requests

Operational Benefits

- A single point of contact for all mobility issues and requests
- Skills and expertise on hand, reducing your training and recruitment burden
- Seamless integration with your existing teams through ITIL best-practice principles
- Guaranteed service quality and accountability with well-defined SLAs and KPIs

Financial Benefits

- Transparency and visibility of mobility management costs
- Support for new initiatives without increasing support team size and costs
- Improved ROI on platform investment through effective configuration & management
- Focus on creating commercial value rather than supporting the solution

¹ Synchronoss: The State of Enterprise Mobility 2017

² #GenerationTech: Millennials & Technology 2015 (Annalect)

Service Inclusions		
<i>Support and Service Management</i>	Premium Support	Managed Service
Service Desk 07:00 - 22:00 Monday to Sunday / 365 Days a Year Helpdesk-to-Helpdesk EMM service desk, contactable via phone or email.	●	●
24/7 Lock and Wipe Helpdesk-to-Helpdesk lock and wipe for lost or stolen devices outside of standard hours.	●	●
VIP Tickets (Discretionary P1) Increase priority of low priority tickets for specific users or projects; helpdesk hours only.	3 per year	5 per year
MDM Device Administration We will process your Business As Usual admin tasks on supported platforms.	○	●
<i>Professional and Consulting Services</i>		
EMM Platform Health Checks A system health check and report output.	Annual	Quarterly
MDM Software Release Management Our EMM engineers will test and deploy EMM software releases in a controlled way.	●	●
Change Management Our engineers will carry out policy & configuration changes on the MDM Platform.	○	●
Mobile App Deployment & Mobile App Release Management We will provide change and release management for Line of Business Mobile Apps.	○	●
Nominated Technical Engineer A named EMM Technical Specialist to provide assistance & guidance.	○	●
Professional Service Days Technical professional service days to use for EMM projects and advice	○	2 per year
Consulting Days Consulting days to help with strategy, operations, applications and infrastructure	○	1 per year
<i>Monitoring and Reporting</i>		
Service Level Agreement (SLA) Reporting Monthly report pack detailing all incident and change requests made to the service.	●	●
Device Inventory Reporting Monthly report pack to monitor the size and performance of the EMM device estate.	○	●
External Monitoring & Event Notification (Uptime®) Real-time monitoring & notifications for your EMM platforms to minimise downtime.	○	●

Why work with CWSI?

Our mission, to transform businesses through mobility, is at the core of everything we do. We combine our team's unrivalled knowledge and technical expertise with solutions from industry-leading vendors to help our clients create real competitive advantage from their enterprise mobility strategy. We provide consulting, design, management and technical services to many of Ireland and the UK's most respected organisations across a wide range of industry and public sectors.

To find out more

Ireland:
info@cwsie.ie
 +353 (0)1 293 2500
www.cwsie.ie

UK:
info@cwsico.uk
 +44 (0) 2036 515 392
www.cwsico.uk