

> APPLICATION: Business productivity improvement using smartphones to access mobile email and Microsoft Office applications.



Device Spotlight



- Verizon Motorola Q
- Verizon Motorola Q9
- AT&T Q9H



- AT&T Samsung Blackjack II
- AT&T Samsung i600

With the help of Trust Digital, the customer selected for their mobile workforce devices using a Windows Mobile Smartphone platform that were available domestically along with their international counterparts

Key Features

- Device Loss Protection with power-on password, data encryption, and remote wipe
- Over-the-air device management with centralized control
- Reporting capabilities including mobile device asset and inventory information
- Integrated helpdesk tools including Trust Digital Remote Smartphone Assist

Related Application

- Enterprises with employees that are using smartphones to connect to corporate resources such as email and other line of business applications

Challenges

Secure and standardize on smartphones used by a multi-national company to improve workforce efficiency; other challenges associated with different areas of mobility include:

- Device challenges:
 - Performance and battery life
 - International coverage for travelling executives and employees
 - Similar devices for domestic and international deployment – for ease of support
- Management challenges:
 - **Secure** – Sarbanes-Oxley (SOX) requirements for secure access to corporate data on mobile devices
 - **Manage** – centralized management of mobile devices across different carriers in the Americas, Asia Pacific and the European Union
 - **Assist** – helpdesk support for geographically distributed users
- Architecture challenges:
 - Centralized policy management
 - Decentralized helpdesk and support management

Features

Provide a mobility management solution that includes the following features:

- Microsoft Exchange Activesync-based email solution for delivery of corporate data to mobile devices
- Diverse set of Windows Mobile devices for domestic and international deployments; compatible for executive and field use
- SOX compliant security policies provided by Trust Digital
- Active Directory (AD) group based profiles and policies for different user groups
- Over-the-air (OTA) device management compatible with domestic and international carriers/devices
- Centralized software distribution capabilities for managing application updates such as day-light-savings patches
- Web-based administration and helpdesk console with role-based access control for local user groups
- Helpdesk tools such as the Trust Digital Remote Smartphone Assist helped IT resolve user problems such as forgotten passwords and application synchronization errors

Benefits

- Smartphones ensured constant and secure employee access to corporate resources regardless of their location
- Real-time, over-the-air connectivity to user's devices via Trust Digital's Remote Smartphone Assist
- Day-to-day management of devices including remote wipe, application patches and policy updates