

## PROVISIONING

Setting up users with the optimal device and ensuring the enterprise has a handle on who is using what

- Application inventory, provisioning, and updates
- Backup/restore
- Data migration
- Device inventory and provisioning

## OPERATIONS/SUPPORT

Providing system-wide and individual user trouble shooting and help

- Help Desk support
- Incident alerting
- IT operations support
- Systems recovery automation
- Policy documentation
- System troubleshooting
- User self-service support portal

## EXPENSE

Monitoring, trouble-shooting and optimizing issues with all carriers and services

- Billing dispute resolution
- Call and usage accounting
- Carrier billing optimization
- Feature procurement
- Rate plan optimization
- Utilization and activity tracking
- Contract management

## PERFORMANCE

Ensuring mobile devices' peak performance to maximize usage

- Application monitoring
- Compliance tracking
- Device/network monitoring
- Performance tuning
- Problem management
- User-level monitoring

## COMPLIANCE AND SECURITY

Protecting the safety of your data and systems

- Data encryption
- Device/user authentication
- Device configuration
- Device security
- Malware protection
- Policy enforcement
- Remote lock and wipe
- Security updates

## DECOMMISSIONING

Preventing and solving problems related to older devices or change in personnel

- Compliance tracking
- Device disposal/recycling
- Device locate
- Inventory update
- Remote lock and wipe