Mobile and flexible working is now essential to remain competitive. But how you effectively mobilise your people and unlock new ways of working is not straightforward. Our ICON Mobilise service helps you to smooth out the challenges of mobile estate management and deliver the flexibility your people need.

Seamlessly and securely deploy the latest smartphones and tablets on whichever platforms you choose, and let us handle the complexities of device and application management for a cost effective monthly fee per device.

Simplify the management of your mobile devices and applications
Organisations are battling to keep up with mobile technology

The business mobility landscape has evolved. Newer operating systems are rapidly replacing formerly dominant devices and management systems. Legacy mobile solutions are highly secure, but limited devices don’t meet your users’ needs today.

While iOS, Windows and Android offer a great user experience, rich feature set and abundant apps – without the right systems in place they can upset the balance between employees’ wants and what your business needs.

Your people need the correct combination of applications and devices to make them more agile and productive. But it’s easy to get bogged down in the ever changing details and differences between the various options.

Our expertise and broad portfolio means we can help you re-evaluate your mobile device choices and how you manage them. We’ll find the best-fit solution to make sure your business runs more smoothly. ICON Mobilise works for you, maintaining tight security and control of your mobile devices and data, while still unlocking the productivity benefits you need.

Device and Application Management as a Service

Every mobile strategy has to fit your specific environment, people, objectives and challenges. Without the right level of planning and sufficient resources to deliver it, even a well-considered approach can suffer from a lack of user buy-in and fail to meet its objectives.

We’ve developed ICON Mobilise to provide a solution for our customers who face one (or several) of the following mobility challenges:

- Replacing the ageing devices and management systems that once dominated the enterprise
- Enabling employees to bring personal devices to work (BYOD) and gain secure access to corporate email and information
- Fearing smartphone security risks and loss of sensitive data
- Looking to make more people mobile and increase employee responsiveness and productivity
- Securing and managing company-owned devices
- Adopting a multi-device, multi-OS policy to offer greater choice and flexibility.

For every ICON Mobilise solution we start by listening to you. This is to ensure that we clearly understand your desired business outcomes, the shape of your existing mobility solution and where you want to take it. With our professional services and technical skills, we’ll identify, design and then partner with you to implement the solution you need.

We’ve got lots of experience delivering effective managed mobility solutions to make your people more available, more collaborative and reduce communications barriers between prospects, customers, partners and colleagues.

Setting the scene

Our approach

How does it work?

Our ICON Mobilise service is fully scalable to suit requirements from 50 up to 10,000 mobile devices. It can also easily flex up and down with your business. Delivered on a monthly fee per device, we’ll match the right user licenses and deployment architecture options to your needs.

ICON Mobilise deployment options include:

- Cloud based – where all components are cloud delivered
- Cloud/Customer premises – partially hosted and the rest installed on site
- Premise based - all components are installed at a customer’s site.

During implementation, the platform software will be installed remotely or during a site visit. Configuration is applied and checked, reducing any risk to you. We’ll test the end-to-end functionality, configure your initial devices and set up your desired policy settings for a smooth handover.

Once your people have been migrated onto the managed service, we assume full responsibility for the functionality, operation and on-going management of your mobile estate. This includes transparent communication with you and your people on how to get the help and support you need, and how you can make changes during the life of the managed service.
Key features

Keep pace with ever evolving mobile technology

Infrastructure, maintenance, support and training make even keeping pace with evolving technology a challenge. Many lack the internal expertise and budget to effectively deploy, secure and manage the latest mobile devices and apps. And with countless EMM (Enterprise Mobility Management) solutions on the market, finding the right one takes up time better spent elsewhere.

With ICON Mobilise you can embrace a device-independent strategy with an expert partner shoulderling the day-to-day management and support burden.

Outsource the complexity of mobilising your people

ICON Mobilise simplifies the management of your mobility. Its flexibility helps you meet the challenges of mobilising your business and your people.

• Deploy, manage and secure all mobile devices centrally, regardless of type or OS. This includes BlackBerry, Windows Phone, Apple and Android
• Manage and enforce polices over the air for both corporate and employee owned mobile devices
• Enforce passwords and remote lock
• Wipe corporate data, email or contacts if the device is lost or stolen.
• Securely store and view documents from corporate data stores – on-premise or in cloud
• Separate business and personal apps and manage the entire app lifecycle from storefront, to authentication and retirement
• Access corporate intranet content with a secure browser and without requiring a VPN client on the device
• Enforce data loss prevention policies dynamically on mobile devices

Tailor a solution to fit your business

No two ICON Mobilise solutions are identical, because no two organisations are. ICON Mobilise solutions are built from:

• Foundation Services – the core of every solution. These include a choice of market leading MDM solutions, managed by us. Foundation services are focused on the management of your users, devices and the associated policy and configuration profiles.
• Enhanced Services – select from a range of service options designed to fulfil your more complex device management requirements. Particularly enterprise application mobilisation and management.
• Custom Services – our experts can help you to tackle completely customised, bespoke projects that can really deliver differentiation for your business.

The benefits

True managed mobility

Secure and manage email, apps, documents and web accessed by users on their mobile devices (regardless of who owns the device or what the device is). Let us handle the tasks and reduce the risks that any modern mobile IT environment brings.

A mobile management service that evolves with you

ICON Mobilise is a comprehensive mobile infrastructure that supports your mobile needs across applications, content and devices – now and in the future. ICON Mobilise lets you quickly and easily adopt new ways of working, new devices like tablets and different applications.

You’ll have the ability to keep pace with evolving technology and the freedom to select devices without restrictions. ICON Mobilise allows you to support multiple OS and devices to deliver the best fit and the best experience for your people.

An expert partner to lean on

We’ll closely work with you to make sure you get all the benefits of a mobile workforce, without the challenges. And as your needs evolve and change, we’ll help you determine the best course of action and deliver it as part of our managed service.

An initial setup fee covers the service creation, migration, installation and configuration of your individual solution. It’s flexible, so you can scale the number of users as needed, plus add new features and services in-life – so your mobile solution and business needs never drift too far apart.

Flexible and transparent costs

ICON Mobilise delivers outsourced day-to-day management and support for a simple fee per device. And with minimal capital investment needed on your infrastructure, maintenance, support and people costs, ICON Mobilise unlocks significant savings when compared to your current setup.

There are simple per device pricing options for each of the two levels of managed service (Standard and Enhanced). Payable annually, the managed solution includes all service, MDM licensing and management charges in one simple bill.

Peace of mind

We’re experts at managing your critical mobile communications. But to ensure your peace of mind, we offer strict Service Level Agreements (SLA) which make sure your service is doing exactly what you need it to do, without disruptions.

All of the run-of-the-mill administrative tasks are performed using our Management Platform. This service is provided independently of the mobile network provider and we’ll manage your devices irrespective of who supplied them, their capability (cellular and/or Wi-Fi) or network provider.
**Our ICON Services**

Maintel’s ICON Services deliver a powerful range of flexible, secure and resilient communications capabilities, hosted in the Maintel Cloud.

Our ICON Services deliver the technology and service capabilities you need to fulfil your communications needs and support your business outcomes.

The Foundation Services consist of pre-determined components including the core technology, support, management and any essential features.

ICON’s flexibility comes from the Enhanced Services. These allow you to select from the extensive options to deliver the capabilities you want. Different services can be mapped for different user types or departments.

ICON Services can also incorporate fully customised options if required with bespoke design and integration requirements to suit your needs.

**ICON Mobilise service options**

**Foundation Services include:**
- Addition of new users
- Implementation of requested policy changes
- Daily user admin – adds, moves and changes
- Support, assistance, escalation for faults
- Compromised device detection
- Service desk & technical helpdesk
- Device provisioning & remote setup
- In-life administration & management
- Device reporting
- Technical support
- Change management.

**Enhanced Services include:**
- Application server monitoring, management and upgrades
- Configuration of platform settings
- Updating software, including patches and service pack updates
- Implementation of platform configuration changes
- Periodic health checks identifying any problem areas
- Enterprise application mobilisation - secure browsing and mobilisation of the enterprise intranet, portals, document stores and enterprise applications.

**Custom Services include:**
- Custom device set-up by Maintel – full device configuration
- On-site device set-up and assistance - set up smartphones, tablets or laptops, for mobile email, wireless connectivity and business applications.