



ICON Mobilise

Device and application management
as-a-service



Simplify the management of your mobile devices and applications

Mobile and flexible working is now essential to any business looking to remain competitive. Maintel's ICON Mobilise service helps you deliver flexible working capabilities to your teams while smoothing out the challenges of mobile estate management and delivering 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.

An evolving mobility landscape

Keeping your business mobile and ensuring that your people can effectively communicate with each other, wherever they are, has never been more important. What's more, newer operating systems are rapidly replacing formerly dominant devices and management systems, and while legacy mobile solutions are highly secure, limited devices often don't meet your users' needs. Where smartphones offer a great user experience, rich feature set and abundant apps, meanwhile, without the right systems in place they can upset the balance between employees' wants and what your business needs.

Your people need the right combination of applications and devices to make them more agile and productive. Our expertise and broad portfolio means we can help you re-evaluate your mobile device choices and how you manage them. ICON Mobilise works for you, maintaining tight security and control of your mobile devices and data, while still unlocking the productivity benefits you need.

Our approach

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

ICON Mobilise provides a solution for businesses facing the following mobility challenges:

- Replacing existing ageing devices and management systems that no longer deliver value
- Enabling employees to bring personal devices to work (BYOD) and gain secure access to corporate email and information
- Fear of smartphone security risks and loss of sensitive data
- Making more people mobile and increasing 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 ensures 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.

How does it work?

Some organisations may have determined that implementing, managing and supporting a self-run Mobile Device Management (MDM) solution is not appropriate because they lack the internal expertise, budget or time to deploy. Here we can provide a managed MDM service where our experts select, install and operate a solution that takes away the day-to-day management and support burden.

Our ICON Mobilise service is fully scalable to suit requirements for up to 10,000 mobile devices. Delivered as 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.

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 ongoing 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 makes keeping the pace with evolving technology a challenge. Put simply, many businesses lack the internal expertise and budget to effectively deploy, secure and manage the latest mobile devices and apps.

With ICON Mobilise you can embrace a device-independent strategy and outsource the cost of support and need for internal expertise in mobility to Maintel.

Outsource the complexity of mobilising your people

ICON Mobilise simplifies the management of your mobile estate with a flexible approach that helps you meet the challenges of mobilising your business and your people.

- Deploy, manage and secure all mobile devices centrally, regardless of type of OS
- Manage and enforce policies over the air for both corporate and employee-owned mobile devices
- Enforce passwords and remote locks
- 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 the 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 really deliver differentiation for your business.

Each ICON Mobilise solution is built to best fit your specific requirements. If your focus is tightening device and data security, implementing BYOD, embracing multiple devices and OS or delivering seamless access to your internal content and business applications, ICON Mobilise can be adapted to suit.

As mobile apps become business-critical and widely adopted, ICON Mobilise provides end-to-end security and management of enterprise access, applications, documents and content.



The benefits

True managed mobility

Secure and manage email, apps, documents and web access across mobile devices (regardless of who owns the device or what the device is). Let us handle the tasks and reduce the risks that a 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 – both 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.

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 set-up.

There are simple per device pricing options for each of the two levels of managed service (foundation 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 SLA which makes sure your service is doing exactly what you need it to do, without disruptions.

All everyday 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.

ICON Mobilise service options

The service is structured as per all of Maintel's managed services, where you can tailor each service to meet your exact needs by choosing just the right service modules that are appropriate to your business.

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 and technical helpdesk
- Device provisioning and remote setup
- In-life administration and management
- Device reporting
- Technical support
- Change management.



Benefits across the business

ICON Mobilise delivers value across your organisation.

 **Operations board:** concentrate on your core business and free up budget by outsourcing the need for internal mobility expertise and technology support to Maintel.

 **Management:** maintain tighter security and greater control of your mobile devices, protecting you from growing security risks and loss of sensitive data.

 **IT team:** face fewer restrictions and focus on what matters by embracing a device-independent mobility strategy. Streamline and simplify mobility management by deploying, managing and securing all mobile devices centrally, regardless of OS.

 **End-users:** become more responsive and productive with intuitive devices you want to use.

Our ICON services

Maintel's ICON Services deliver a powerful range of flexible, secure and resilient communications capabilities based on Mitel, Avaya and Microsoft UC platforms, hosted in the Maintel cloud.

Our ICON services deliver the technology and service capabilities you need to fulfil your communications needs and drive productivity across your business. Our foundation services consist of predetermined components including the core technology, support, management and any essential features. ICON's real flexibility comes from our enhanced services, which allow you to select from a range of 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.





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