

Use Our Expertise, Processes and Tools to Secure Your Mobile Environment and Empower End Users

Mobile Device Management Services by NTT DATA

Secure and simplify your mobile environment

Smartphones and tablets are transforming the way we do business, allowing users to be more productive and responsive to business demands. In addition to corporate-liable devices, companies are opening access to employee-owned devices for email and enterprise access.

And this expansion of mobility devices and services can place a strain on your IT staff with challenges such as tighter security requirements, new mobile applications and high expectations from end users.

Mobile Device Management Services by NTT DATA offer you the tools and expertise to reduce costs via our proven solutions.

How we deliver mobile device management

Our services combine industry-leading technology and expertise to automate and streamline the process of deploying and managing mobile devices and middleware infrastructure.

We provide flexible delivery options for mobile device management (MDM), tailored to the supported environment and your unique specifications. For managed service configurations, we remotely support mobile infrastructure components and their integration points into the messaging, security and data sharing environment — enabling a seamless as-a-service delivery model for the managed mobility function.

To support end users, our service provides Level 1 service desk support, focused on remediating end-user device access and usage issues. We answer common mobile device utilization questions and support provisioning and configuration enablement requests.

Key benefits:

- Proactively manage mobile devices across the IT lifecycle
- Automatically enforce corporate mobility security standards
- Enable automated and intelligent application management and application delivery
- Reduce IT support costs for device deployment and management with a user self-service portal
- Monitor and manage mobile voice/data/messaging usage in real time
- Centralize the management of multiple platforms, devices and domains
- Continuously monitor and optimize the mobile device and wireless server infrastructure

Keep your mobile environment secure

Global enterprises are increasingly concerned about mobile security and data leakage. Our services provide you with the tools to implement security policies and compliance strategies. You can configure and customize user roles to meet specific business requirements — assigning each user and administrator the permissions they need to execute their job responsibilities.

Enable your applications

Our MDM application management module provides automatic deployment and control of applications on mobile devices. Based on customized criteria, it gives you the ability to automatically deploy business-critical mobility applications to users. Existing applications deemed unnecessary, can be removed, and users can be prevented from installing or reinstalling unapproved applications.

Reduce IT support and labor costs

Our robust MDM feature set reduces IT support and labor costs for mobile devices. Our self-service portal lets employees provision and support their mobile devices without help desk intervention and streamlines your organization’s provisioning and support process. Additionally, our real-time cost management feature helps you control costs associated with usage thresholds.

Key features and benefits

Service component	Features and benefits
MDM, bring your own device (BYOD) and choose your own device (CYOD)	Utilizing our Enterprise Mobility Management (EMM) solution and integrating industry-leading technologies from partners such as AirWatch™, Citrix® XenMobile, Good® Technologies (with Boxstone®), BlackBerry® and Microsoft® ActiveSync®, our service provides you with end-to-end and seamless handheld control. We help: <ul style="list-style-type: none"> • Manage and enforce mobile device security policies and rules • Provision, enroll and remotely manage smartphones and tablets • Provide configuration and troubleshooting support for mobile devices
Mobile email management	Utilizing a fully integrated technology stack from vendors such as Microsoft ActiveSync, BlackBerry, Airwatch and Good Technologies, our mobile email management function ensures secure business productivity and email application management for corporate users. We help: <ul style="list-style-type: none"> • Manage mobile enterprise email policies • Configure and maintain secure access and data sharing to and of company resources using secure browsing, secure file access and instant messaging capabilities
Mobile application management	We provide a comprehensive solution to manage applications and data by ensuring that users have single-click secure and controlled access to all corporate-approved mobile applications. Integrated with Citrix XenMobile and Good Technologies, our delivery model technologies help: <ul style="list-style-type: none"> • Manage applications — from assignment rules creation to automatic deployments and troubleshooting • Provide timely reports of installed applications
Mobile content management	Integrated with AirWatch, Good Technologies and Citrix XenMobile capabilities, our service helps manage and enforce rule-based policies relating to access and consumption of corporate resources and content through authentication, entitlement, encryption and containerization.
Mobility end-user and infrastructure support	In addition to providing managed services for mobile devices and services, we manage and monitor your mobility infrastructure and its integration points into the messaging, information security, networking and content sharing environment — enabling an as-a-service model for your enterprise. Our workforce-focused support function — designed for your end users — also provides end-to-end support of your mobility environment.

NTT DATA provides you with solutions and services to secure, automate, manage and optimize your smartphone and tablet usage across the enterprise.

Visit nttdataservices.com/managedservices to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We’re a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.