

O2 Managed MDM

'Do it for you' MDM services from O2 deliver secure, productive mobile working for your whole business. Effortlessly.

More enterprises are embracing mobility as their people demand more working freedom and the benefits are becoming undeniable – with YouGov reporting that mobility saves UK businesses £2.2 billion in costs and 9.4 million in hours per week¹.

For those looking to make significant productivity gains in this new reality, an efficiently managed mobile device strategy is essential. Mobile Device Management (MDM) is the cornerstone to every successful mobile device programme, allowing businesses to control the risk of losing corporate data, while empowering employees to be more productive.

Choosing and deploying the right MDM platform is key to a successful mobile strategy. Our MDM accredited experts can advise on which platform will best meet the needs of your organisation. O2 also offers services to support the deployment and in-life management, which will reduce the burden on your IT teams and maximise the ROI.

And even with the best of intentions, the outcome of an in-house mobility project is never guaranteed – with 62% being delivered late or failing outright.

80 percent of employees say that mobile technology is now **critical** to getting their job done².

This is where O2's award-winning Managed MDM Service Desk comes in, giving you:

- **Full scalability** – with clearly defined SLA's for service delivery
- **Trouble-free provisioning, enrolment and management** – looking after every device from day one
- **Absolute security** – with 24/7 lock and wipe to prevent data loss
- **Content access & application management** – control online access and deploy business apps remotely
- **Seamless integration with IT providers** – including Box, Office 365 and Check Point MTP
- **Access to experts** – featuring a range of recognised fully MDM vendor accredited experts

To build true industry-leading mobility solutions, **O2 work with the top four Gartner Magic Quadrant MDM vendors:**

- AirWatch
- MobileIron
- MaaS360
- BlackBerry

We're one of only six companies globally to be awarded IBM's 'Excellence in Managed Services' accreditation. And we're BlackBerry's first accredited 'Platinum Partner' in the UK.

¹ Redefining selling, serving and working – June 2015

² CCS Insight Employee Mobile Technology Survey 2015

O2 offers 3 levels of Service Desk to support your Enterprise Mobility strategy, from a little extra support through to a fully managed solution.

- **Silver.** The cost effective insurance policy, ideal for resolving unexpected platform issues when they occur. Suitable for organisations with some MDM trained staff already.
- **Gold.** The recommended minimum support package for organisations in need of real-time admin service and MDM system management, this fully managed service delivers helpdesk-to-helpdesk support.
- **Platinum.** In addition to the benefits of Silver and Gold, this option also provides ongoing support for Line of Business applications, a dedicated support engineer and a quarterly health-check.

As a trusted partner to large organisations throughout the private and public sector, we successfully manage over 100,000 devices.

Feature	Silver	Gold	Platinum
Service Desk 07:00-22:00, 7 days a week online/email/phone	•	•	•
Break/Fix Service Assistance if your MDM stops working	•	•	•
24/7 Lock and Wipe to lock & wipe lost or stolen devices		•	•
Device Base & SLA Reporting Monthly report packs		•	•
MDM Device Administration for BAU & MDM changes		•	•
Mobile App Deployment for full productivity & security			•
Nominated Technical Engineer access to an O2 MDM expert			•
Quarterly Health-Checks proactively identify potential issues			•

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Why O2?

With years of unrivalled mobile experience, O2's team of trusted experts provide full MDM management to some of the UK's most respected public and private sector organisations.

We're the first UK network that can guarantee our customers that we meet all the security measures required to achieve CAS(T) certification (independently verified on an annual basis by an appointed Lloyds auditor (LRQA)).

While others may offer a single product or solution, we have a substantial portfolio of Enterprise Mobility Solutions that can stand alone or be integrated – including platforms, devices, applications and even on-premise, hybrid and cloud-based solutions.

Want to know more?

Contact your Client Manager, call us on **01235 433 507** or visit **o2.co.uk/enterprise** to find out how O2 Managed MDM solution could empower your business.