amicus its

Service Catalogue

Your secure data centric guardians

Mobile Device Management (MDM)

1   Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2   Objectives and Benefits

We offer to support our customers in the Mobile Device Management (MDM) administrative area, dealing with deploying, securing, monitoring, integrating and managing mobile devices, such as smartphones, tablets and laptops, in the workplace through any MDM solution. The intent of is to optimise the functionality and security of mobile devices within the enterprise, while simultaneously protecting the corporate network.

We can provide a containerised solution through the use of our own toolset, which is secured using the latest cryptographic techniques.   Corporate data such as email, documents, and enterprise applications are encrypted and processed inside the container. This ensures that corporate data is separated from user's personal data on the device which resides on the device's encrypted storage.

Our MDM product allows the following:

- Authentication (Active Directory/One Time Password (OTP)
- Enrolment of mobile devices Over-The-Air (OTA)
- Configuration of policies to allow and restrict access to enterprise resources and device features
- Configuration of emails, contacts, Wi-Fi, VPN policies, BYOD rules, complex passcodes and enabling / disabling access to applications or cloud resources
- Tracking, remote lock and remote wipe can be done to prevent misuse of misplaced / lost devices.

The final objective is to use any MDM product to scrutinise and secure the devices that enter the corporate network or hold on to company confidential information from a central console. This includes managing the mobile device in every aspect from device enrolment to remote wiping corporate information.

3   Service

Amicus ITS can adopt the customer's own MDM product for the management and provisioning of your MDM solution, or we can use the Amicus ITS MDM product. If we are using our own MDM product this will include:

- Installation of agents on mobile devices
- Monitoring
- Management and support of all features within a controlled environment.

The service also includes any deployment and configuration activities involved from time to time to support the security strategy of our customers.

MDM / Contd……………...

4 Service Scope

MDM	Basic	Enhanced	Advanced
Monitoring of all MDM devices (includes inbuilt reporting)	✓	✓	✓
Management of all MDM devices (documented tasks and activities)	✓	✓	✓
End user co-ordination over phone or email	Optional	✓	✓
Configuration of MDM product and associated features, policies and rules	Optional	Optional	✓
Deployment of applications	Optional	Optional	✓
Assist with developing / refining corporate mobile security strategy	Optional	Optional	Optional
Procurement of mobile devices	Optional	Optional	Optional

5 How We Provide This Service

This service is built up from the Service Desk and Escalation Teams and with the Service Delivery Manager (SDMs) for Service Reviews and CSIP with the customer.

The Security & Compliance Team are involved when our customer needs assistance with developing / refining corporate mobile security strategies.

6 Service Reporting

The standard monthly reports include:

• MDM solution – inbuilt report from within the MDM application

7 Service Pricing

This is based upon the number of endpoints being managed through the MDM solution, plus any licence costs associated with using the Amicus ITS MDM product. [NOTE: Does not also include any cost for Optional Services above]