

MobileIron BYOD Portal

The MobileIron BYOD Portal empowers end users to be more self-sufficient with their mobile devices by providing an easy and customizable self-service device enrollment experience and management portal. BYOD Portal allows organizations to roll out Mobile IT initiatives at scale, without causing a heavy burden on the organization's help desk.

BYOD Requires Careful Planning

Implementing a BYOD and corporate phone/tablet management program requires careful planning. As each device needs to be enrolled and managed, the process needs to scale - and as each failed enrollment could result in exposed corporate data and expensive help desk calls, the process must be simple and well-defined. Organizations embarking on these Mobile First BYOD programs need to provide their employees with a solution that enables simple enrollment and extensive self service capabilities; all while meeting corporate requirements for process and security control.

Introducing the MobileIron BYOD Portal

The BYOD Portal provides an easy and customizable end user device registration experience and self service device management portal. It can simplify and automate registration and management of iOS, Android and Windows Phone devices. By following the easy, self-explanatory workflow, your users will effectively register their devices, your process will scale, and your help desk won't be bothered. And in addition to providing a simple registration process, the BYOD Portal also contains management functionality that enables IT to 1) Define and customize the workflow – required steps and approvals, and 2) Set parameters for the types and number of devices a user can register. For the end-user, there are several capabilities in the portal that enable ongoing self-service management of the device. Functionality such as lock, unlock, wipe, locate, and retire enable continued device management without IT support. Offered as both a cloud service or on-premise solution, the BYOD Portal is fully integrated with the MobileIron Mobile IT infrastructure.



Device Registration Controls

- Control over the number of iOS (iPhone, iPad), Android, and Windows Phone Devices a user can register. Mac OSX is also now supported
- Control over specific types and models of devices a user can register
- End User Agreement/Terms of Service management and acknowledgement
- Registration blocks for users with outstanding pending registration requests.



Challenge

Enroll and manage end-user mobile devices at scale in a BYOD environment. Avoid expensive help desk calls and other costly, time-consuming support measures

Solution

MobileIron BYOD Portal

Benefits

- Self-service device enrollment
- Simple, self-explanatory workflow
- Ability to detect device type and adjust enrollment workflow accordingly
- Control over number, types, and models of devices a user can register
- Self-service management features such as lock, unlock, wipe, locate, retire (corporate data wipe), view device details, view current and out of compliance apps, and compliance status
- Applicable for both BYOD and corporate-liable devices
- Integrates with the MobileIron On-Premise VSP and Connected Cloud

MobileIron Recent Recognition

Gartner: MobileIron positioned in the Leaders Quadrant of the Magic Quadrant for Mobile Device Management Software (May 2012)



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- Control clientless vs. client based registrations for iOS (including ownership designation).

Reporting and Scheduling

- Audit Report shows 30 days of activity by users/admins on the BYOD Portal.
- Registration Report shows device registration and trends over the last year.
- Device Breakdown Report shows breakdowns of device OS, ownership, carriers, and compliance.
- Location Report shows all devices located across the globe.
- CSV Export allows admins to export all managed device information.
- Ability to run and schedule custom tasks/scripts against MDM framework.

End-User Self Service

- Ability to self-register new devices in a simple fashion.
- Self-service features such as lock, unlock, wipe, locate, retire, view device details, view apps, and view compliance status.
- Workflow to enable users to help themselves and remediate compliance issues without calling their help desk.

Portal Branding and Customization

- End-user portal customization with your own company logo, name, URL, and help desk information.
- For BYOD Portal On Premise - ability to modify company registration workflow (new pages, steps, logic, etc), add and enhance functionality, and further customize the portal's appearance to fit more specific requirements.

ServiceNow Integration

- The BYOD Portal update set for ServiceNow allows users to enroll and manage their devices using their organization's Service Catalog.
- Supports Automated Authorization Workflow – allowing individual managers to approve BYOD and corporate devices for their employees.

Full Support from MobileIron

- MobileIron Technical Support and Professional Services provide you and your organization full support when you use the BYOD Portal solution.

About MobileIron

The leader in Mobile IT, MobileIron has been chosen by thousands of organizations that are transforming their businesses through enterprise mobility. Available as an on-premise or a cloud solution, MobileIron was purpose-built to secure and manage mobile apps, docs, and devices for global companies. MobileIron was the first to deliver key innovations such as multi-OS mobile device management (MDM), mobile application management (MAM), and BYOD privacy controls.

Gartner, Inc., Magic Quadrant for Mobile Device Management Software, Phillip Redman, John Girard, Monica Basso, May 17, 2012. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.



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