



Vodafone Device Manager

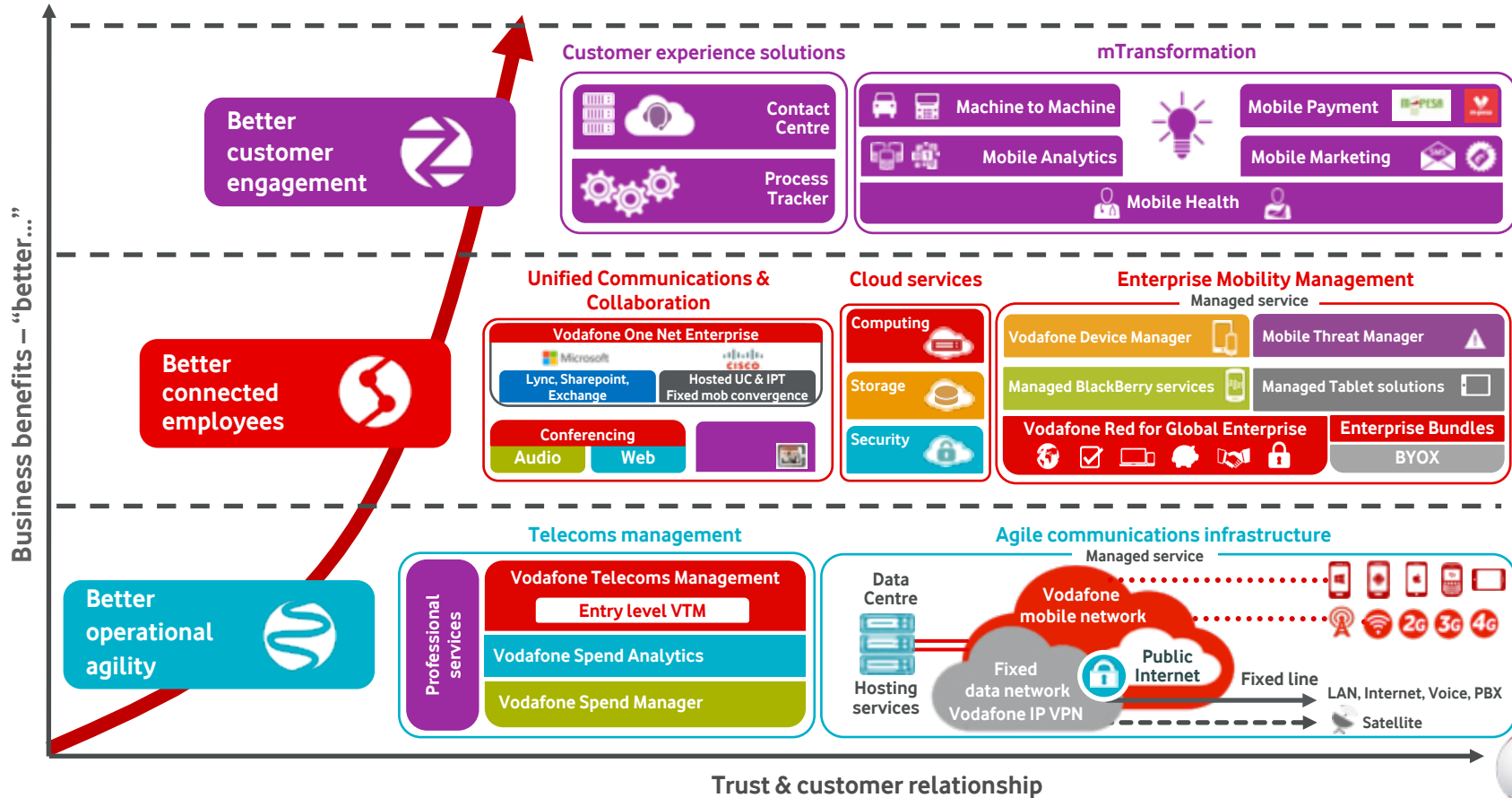
Vodafone Global Enterprise





Vodafone Total Communications and Market Trends

Vodafone Global Enterprise Total Communications



Enterprise Mobility Management

EMM



Device Control

- Device Management
- BlackBerry Enterprise server



Architecture/ Deployment

- Dedicated Global Hosted
- Cloud
- On-Premise



Service Level

- Managed Service
- SLA
- Dedicated Technical Service Manager



Hardware

- Tablets
- Deployment
- Staging and Returns



Security

- Device Management
- Mobile Threat Management
- Divide Container
- KNOX



Professional Services

- Worker Profiling
- Device Strategy and Migration
- Mobility Security Assessments
- Total Workforce Mobility



Content/ App Management

- Email/PIM and Active Directory
- Mobile Application Management
- Mobile Content Management
- Secure Browser



BYOx

- Split Billing
- Employee/er Liability
- End User Management



Vodafone Red for Global Enterprise

- Unprecedented Roaming Value
- The Best Value Plan, Always Guaranteed
- One 4G Data Plan Shared Across All Employees



Global trends driving the need for a secure mobile IT strategy

Enterprise Mobility Management (EMM)



Flexible working is changing the strategic importance of the mobile experience

- As employees become more connected they are working on average an **extra seven hours per week**¹



User choice is creating a diverse device and operating system (OS) landscape

- It is predicted that generation Y –born after 1980- **will leave an organisation** after 2 years if their demands for choice are not met²



Enterprise needs effective BYOX tools to stop employees 'going rogue'

- 51%** of 21-32 year-old employees would **contravene company policy** restricting the use of their own devices, cloud storage and wearable technologies for work³



Applications are introducing a deployment, management and data leakage risk

- Mobile app use increased **115%** in 2013⁴
- An estimated **\$114 Billion** is spent dealing with malware related cyber attacks⁵



Data consumption is on the increase

- 2013 – 2018 : **61% growth** per year in global mobile data traffic⁶
- 77% of employees at MNCs worry about using their **mobile abroad** due to cost⁷



New remote and mobile threats are emerging all the time

- Mobile malware** is reported to have increased 600% in the last 12 months alone⁸
- 62% of smartphone users **do not password protect their phone**⁹



Market trends are causing growing customer concern



How do I?

- Manage a diverse device estate effectively?
- Configure systems and manage the infrastructure?
- Integrate devices with the back end environment?



How can my users?

- Access email and content easily anytime, anywhere?



How do I manage my costs associated with?

- Deploying and managing business applications
 - Staging of devices
 - Security breach



How do I ensure security compliance?

- For sensitive and intellectual property data
 - To meet regulatory requirements

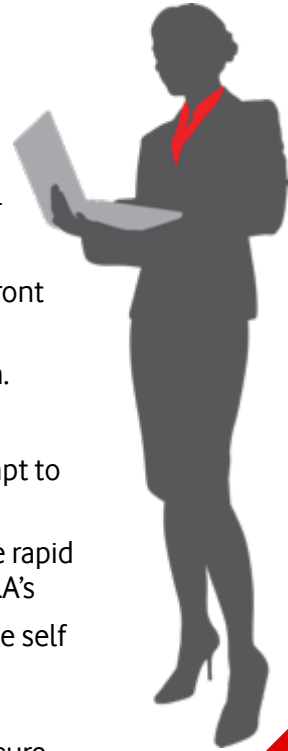


How do I manage BYOD?

- Balancing increased productivity with increased security risks?

Vodafone can help

- Your IT department to secure and manage your mobile devices, apps and content.
- Minimize risk to your organization with low upfront investment.
- Set up, host, manage and maintain the solution.
- Act as a single point of contact for support.
- Deliver a scalable solution with flexibility to adapt to your device estate as your business evolves
- Provide Managed Services enables you to make rapid additions and changes with enterprise grade SLA's
- Reduce costs by empowering end users to make self service changes without IT intervention.
- Integrate into your back off environments to maximize employee productivity by gaining secure access to content, intranet, applications and email.
- Release resource for your IT department to focus on business IT initiatives.



2

Vodafone Device Manager Portfolio Overview



Vodafone Device Manager- Capability Overview

Managed Services



Mobile Device Management

Device configuration, security and policy management, lock and wipe



Mobile Email Management

- Secure access to corporate email
- Native Client or PIM Containerization (with Secure Email Gateway)



Mobile Content Management

- Email attachment control
- secure access to SharePoint and cloud storage
- Containerization of content (with AppSentry/ AppTunnel)



Mobile Application Management

- Enterprise App Store
- Offload app distribution to a scalable and secure external network



Mobile Security Management

- Certificate Management
- Secure web browser
- Application containerisation
- Per app VPN (with AppSentry/ AppTunnel/Tunnel)



Endpoint Management

Support for Mac OSX and Windows Pro tablets and laptops



End User Management

BYOD Portal enabling self service to end users

Core

Defines security and management policies for apps, and devices

Email Sentry

Relays traffic from approved devices and protects corporate email servers by preventing devices from directly communicating with them

AppSentry/AppTunnel/Tunnel

Provides a secure and effective method for individual apps to access corporate resources



Vodafone Device Manager – EMM Packages

Managed Services



Silver

EMM Silver

- Vodafone Device Manager Licenses
- Core
- Email Sentry
- Apps@Work



Gold

EMM Gold

- Vodafone Device Manager Licenses
- Core
- Email Sentry
- Apps@Work
- AppConnect
- Docs@Work
- Web@Work



Platinum

EMM Platinum

- Vodafone Device Manager Licenses
- Core
- Email Sentry
- Apps@Work
- AppConnect
- Docs@Work
- Web@Work
- Tunnel

Per Device or Per User Licenses

Optional Advanced Features
AppSentry, BYOD Portal, Divide PIM, AppDN and Email+



Mobile Device Management



Comprehensive & secure mobile device management

- Extend IT security policies to mobile deployments
- Enable access to enterprise services and resources
- Configure device settings and policies through profiles
- Assign profiles based on device, ownership or group
- Automate IT processes and workflows
- View and report all mobile assets and policies
- Create Policies & Configurations based on device ownership type



Mobile Email Management

Take control of email access and configure email accounts on devices

- Integrate with enterprise email infrastructures
- Automate configuration of settings and credentials
- Define email compliance policies and actions
- Block email access based on make, model or OS
- PIM containerization
- Install, remove and manage email certificates
- Encrypt email attachments and restrict access for data loss prevention
- Prevent copy/paste of data to 3rd party apps
- Wipe attachment content from compromised devices



Mobile Content Management



Securely encrypt, distribute and share information across the business

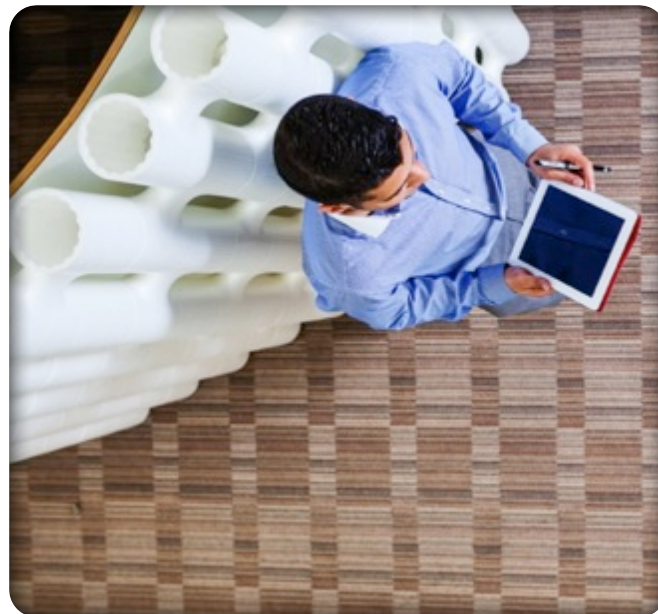
- Control access to corporate documents and cloud repositories
- Create a corporate container for documents
- Integrates with your enterprise content repositories
- Proactively push content to users' devices.
- Email attachment control
- Annotate corporate documents and upload to source repositories
- Embedded Polaris Office
- Fully edit corporate document



Mobile Application Management

Comprehensive view of current apps and channel for distribution of new apps

- Create a custom Enterprise App Store
- Manage all apps on Enterprise App Store
- Integrate with Apple Store and Google Play
- Deploy apps based on Active Directory group memberships on user attributes
- Enforce compliance with app blacklists/whitelists
- Add security to existing applications with App Wrapping
- SDK to build secure iOS applications
- Track app inventory, versions and compliance
- Content Delivery Network (CDN) Distribution of any quantity of apps without needing additional network capacity



Mobile Security Management



Protect corporate data and control employee access to business systems

- Enable user authentication with additional passcodes
- Enforce consistent security policies
- Secure data in rest by encrypting sensitive corporate data
- Secure data in in motion whilst browsing via the company intranet
- Support internal PKI and third-party certificates
- Establish network access controls
- Separate corporate and personal data
- Enforce compliance rules and escalating actions
- Remotely wipe enterprise data from device and Apps



Endpoint Management

Dedicated dashboard for complete management and visibility across all laptop assets

- Support Mac OSX and Windows PC laptops
- Enrol laptops through a local agent
- Authenticate users with corporate credentials
- View a complete inventory of all connected devices
- Deploy preconfigured profiles



Mobile Data Usage Management



Enhanced visibility for enterprises of mobile data usage and cost management


- Set data usage limits and establish timely alerts for end-users
- Users are alerted when reaching cellular or roaming caps
- Proactive notifications of data usage
- View historical and predictive data
- End user can establish alerts as well
- Determine how often alerts can be pushed to users
- Drive consistency around data usage
- Better manage operational costs, and mitigate costs/risks associated with enterprise mobility



Mobile End User Management


Roll out of Vodafone Device Manager at scale, without burdening your organisation's help desk.

- Empowers end users to be more self-sufficient with their mobile devices
- Simplify and automate registration and management of iOS, Android and Windows Phone devices.
- Providing an easy and customisable self-service device enrolment experience and management portal.
- End-user portal customization with your own company logo, name, URL, and help desk information.
- Avoid expensive help desk calls and other costly, time-consuming support measure

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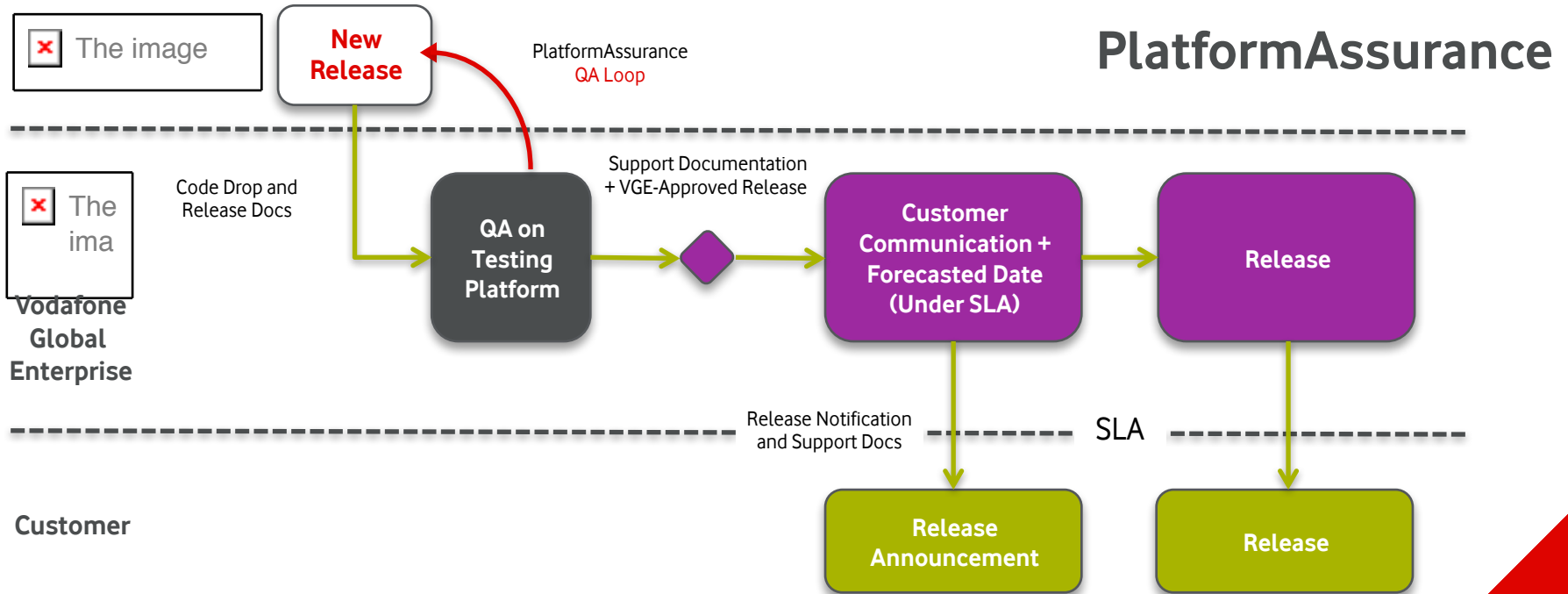




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Protection & Security

Not just Quality Assurance, but Platform Assurance



- Vodafone prioritises customer protection, integrity and security
- Our Platform Assurance process is necessary to test and assure the release by MobileIron in our particular environment and service architecture.



Vodafone Security Best Practises and International Standards

Vodafone Security Controls assure confidentiality, integrity and availability

- Vodafone's solution management is **certified to ISO27001** providing assurance that your data will remain protected.
- The Vodafone **security architecture** including two tiered DMZ infrastructure and reverse proxy systems ensures protection from a range of cyber attacks.
- Vodafone's Data centres are **physically protected** against intrusion including various physical security controls for site and servers rooms access. These are backed up with a range of detective controls such as cameras and alarms.
- A **wide range of procedures** support confidentiality, integrity and availability, for example all staff are security vetted with their physical and systems access provisioned on a "least privilege" basis.
- **Redundancy and availability** of key components such as email and application gateways that are provided in redundant configuration as standard. Vodafone also offers a unique option for disaster recovery.
- **Penetration testing and vulnerability scanning** are part of our assurance procedures and dedicated security assurance staff take proactive measures as potential threats are identified.
- Our **Platform assurance release management** process provide assurance updates wont impact availability.





4

Managed Services



Why Managed Services with Vodafone EMM

Vodafone Managed Services offered with our Enterprise Mobility Management Portfolio


- At Vodafone we have over a decade of experience in delivering enterprise mobility and security solutions to multinationals within the global fortune 500.
- We have over 200 staff trained and certified by our EMM partners who work across sales, engineering, support and operations. As well as expert staff in the fields of infrastructure, policies and procedures.
- We manage over 600,000 mobile devices for our enterprise customers delivering them visibility, security and insight into their mobile device estate.
- Our solution can reduce your service and support costs by utilizing Vodafone's service and support teams who provide a 24 X 7 Global helpdesk, your single point of contact for EMM service.
- We also provide 24 X 7 EMM administration that allows you clear daily management of your devices and users, your EMM system and troubleshooting for your EMM environment.



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Enterprise Mobility Management uptime, performance and security

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Be in total control of your costs when setting up or changing your Vodafone Device Manager platform.

- Vodafone will work with you to define your end to end EMM strategy.
- Maximise your ROI with regular reports, reviews and consultancy
- Define, report on and comply with your policies relating to your EMM strategy

Maintain end user functionality while securing email, web content and Apps with 24 X 7 system management.

- Your IT team will have a single point of contact for EMM support and service requests.
- Enterprise grade SLAs ensure peace of mind while our expert teams keep your EMM environment running safely, securely and at peak efficiency.
- Your Mobile Device Manager environment benefits from smooth software upgrades to maximise new features utilisation and capabilities.
- Utilise Vodafone's existing infrastructure, policies, procedures and experts to deliver unmatched service with controlled costs.

Avoid potentially costly errors and delays

- Our experts will ensure that your system is set up and correctly configured in line with your security policies.
- 24 X 7 IT support, system administration and maintenance to ensure your system is functional, secure and scalable.



Vodafone Global Enterprise Operations

Americas

181 USA
1 Mexico

182

Northern Europe

203 UK
1 Belgium
1 Netherlands

205

Central Europe

2 Germany
1 Switzerland

3

200+ MobileIron, f5, Airwatch, Juniper, Cisco certified

400+ ITIL certified staff

118

Budapest

14

APAC

5 Australia
7 Hong Kong
2 Singapore

142

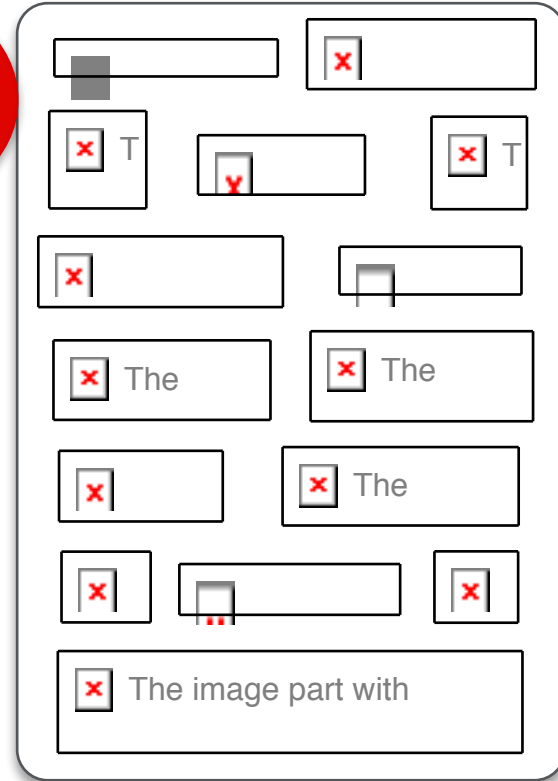
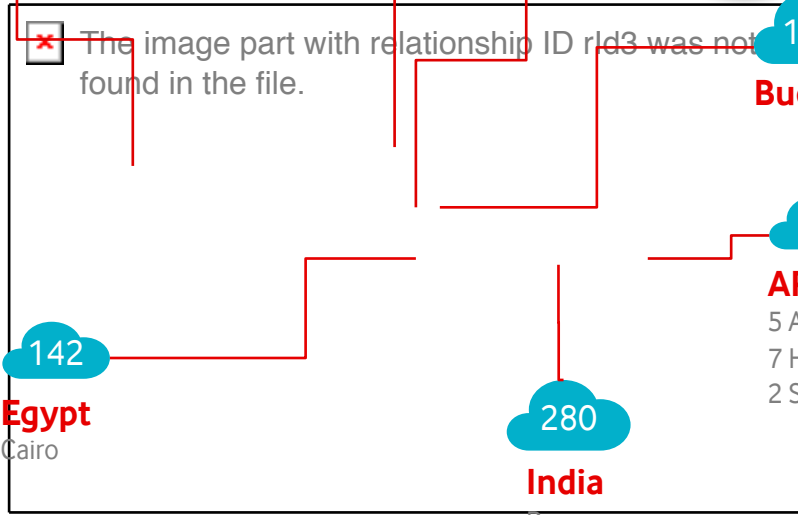
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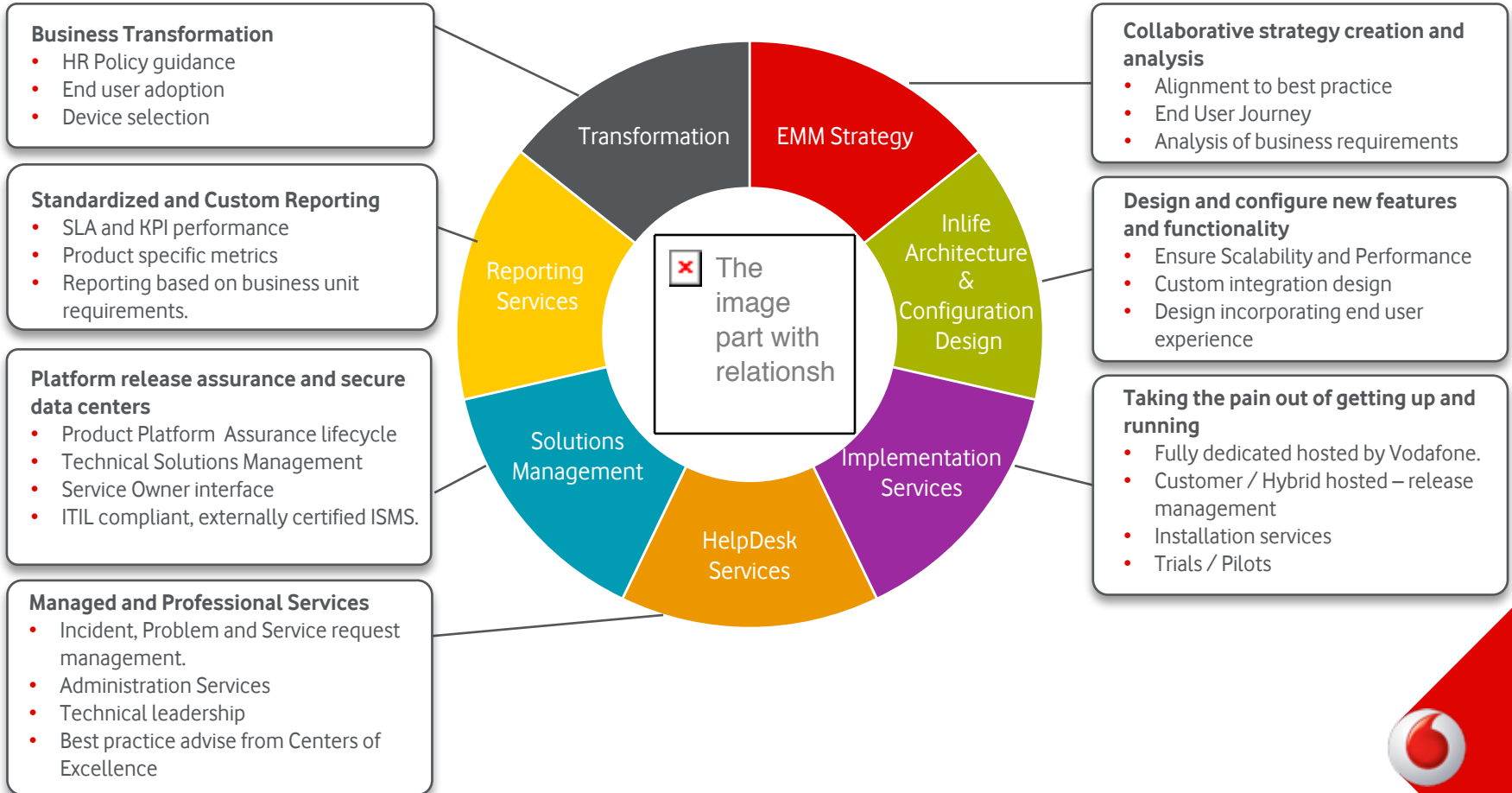
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India

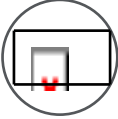
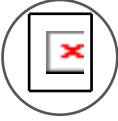
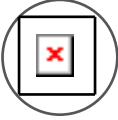
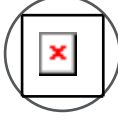
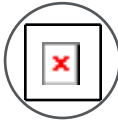
Pune
Bangalore



EMM Managed Services Life Cycle



Managed Services Tier Options

		Standard	Basic	Lite
EMM Infrastructure Management 	• Helpdesk to HelpDesk Service	✓	✓	✓
	• Administration Service	✓	✓	✓
	• Monthly Service Reporting	Standard	Basic	Lite
EMM Lifecycle Management   	• Service Review	6 weekly	8 weekly	
	• Executive Review	Bi-annual		
	• Technical Lead		✓	
	• Aligned virtual project team	✓		
	• Technical Solutions Management		✓	
	• Global Technical Solutions Management	✓		
	• Lifecycle Management	✓		
• Release Management	✓			
EMM Advisory Services 	• Architecture and Configuration	✓		
	• Consultancy			
	• Knowledge Management	✓		



Managed Services Administration Services

Manage Users/Devices



Device registration

Remote lock/wipe

Bulk add devices/users

Retire a device and/or user

Manage Applications



Secure and manage inhouse Apps

Add Apps to in-house Apps Store

Add Apps to recommended Apps List

Add/remove apps

Manage Data Security



Set security policy

Deploy security policy

Label and Group management

Create configuration





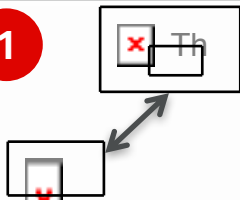
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Managed Services Implementation and Support

Vodafone VDM - Managed Services – 3 Deployment Options

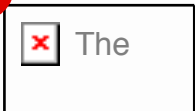
Included Vodafone Device Manager Configuration Workshop

1 **Hosted Vodafone Device Manager Solution On boarding & set up**



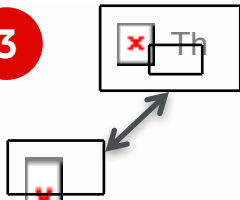
Program management, installation, documentation and sign-off for the Vodafone Device Manager solution. Installation of Vodafone Device Manager Core Servers and 2x Email Sentries in Vodafone Secure Data Centre in Ratingen, Germany

2 **On-Premise Vodafone Device Manager Solution On boarding & set up**



Program management, installation, documentation and sign-off for the Vodafone Device Manager solution. Remote installation of Vodafone Device Manager Core Software and 2x Email Sentries instances in the customer's data centres.

3 **Hybrid Vodafone Device Manager Solution On boarding & set up**

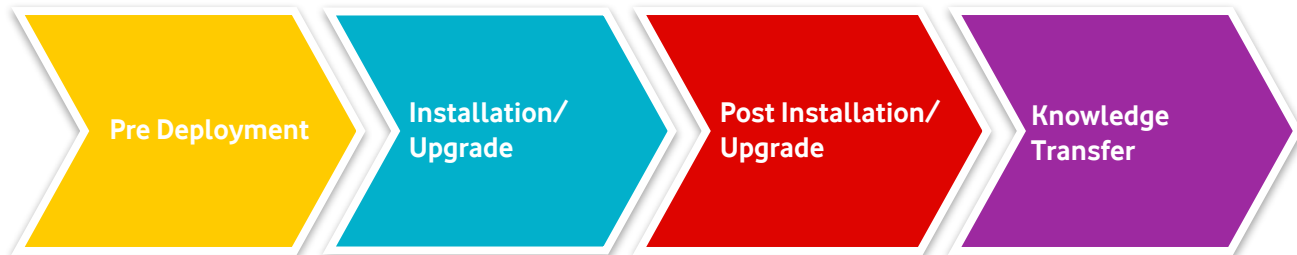


Program management, installation, documentation and sign-off for the Vodafone Device Manager solution. Remote installation of Vodafone Device Manager Server in Vodafone Secure Data Centre in Ratingen and 2x Email Sentries instances in the customer's data centres.



Our proven implementation process

- Initial MDM installation
- We then thoroughly review your goals and systems to make sure your requirements are met.
- Installation, verification and testing by experienced Enterprise Mobility Management Engineers
- Training and knowledge transfer to make sure you have the information you need to maximise your investment in Mobile Device Manage.



- We assess the customer's needs and objectives.
- Set out project phases and targeted completion date
- Review the customers environment
- Asses the customer's MDM architecture, certificates and additional requirements (Hardware, software, database, firewall, ports, etc.)
- Verify that MDM requirements have been fully assessed and completed.
- Install or upgrade necessary MDM solutions integrating any necessary hardware supplied to the customer.
- Validate MDM installation with functional and non-functional UAT
- Install and configure necessary third party certs including; SMTP settings,LDAP intergration, Apple APNS, groups.
- Admin accounts
- Device security compliance policies
- Enterprise App store/profile alerts
- MDM advanced features
- Transition to production
- Vodafone personnel introductions
- Reporting set up
- HelpDesk training



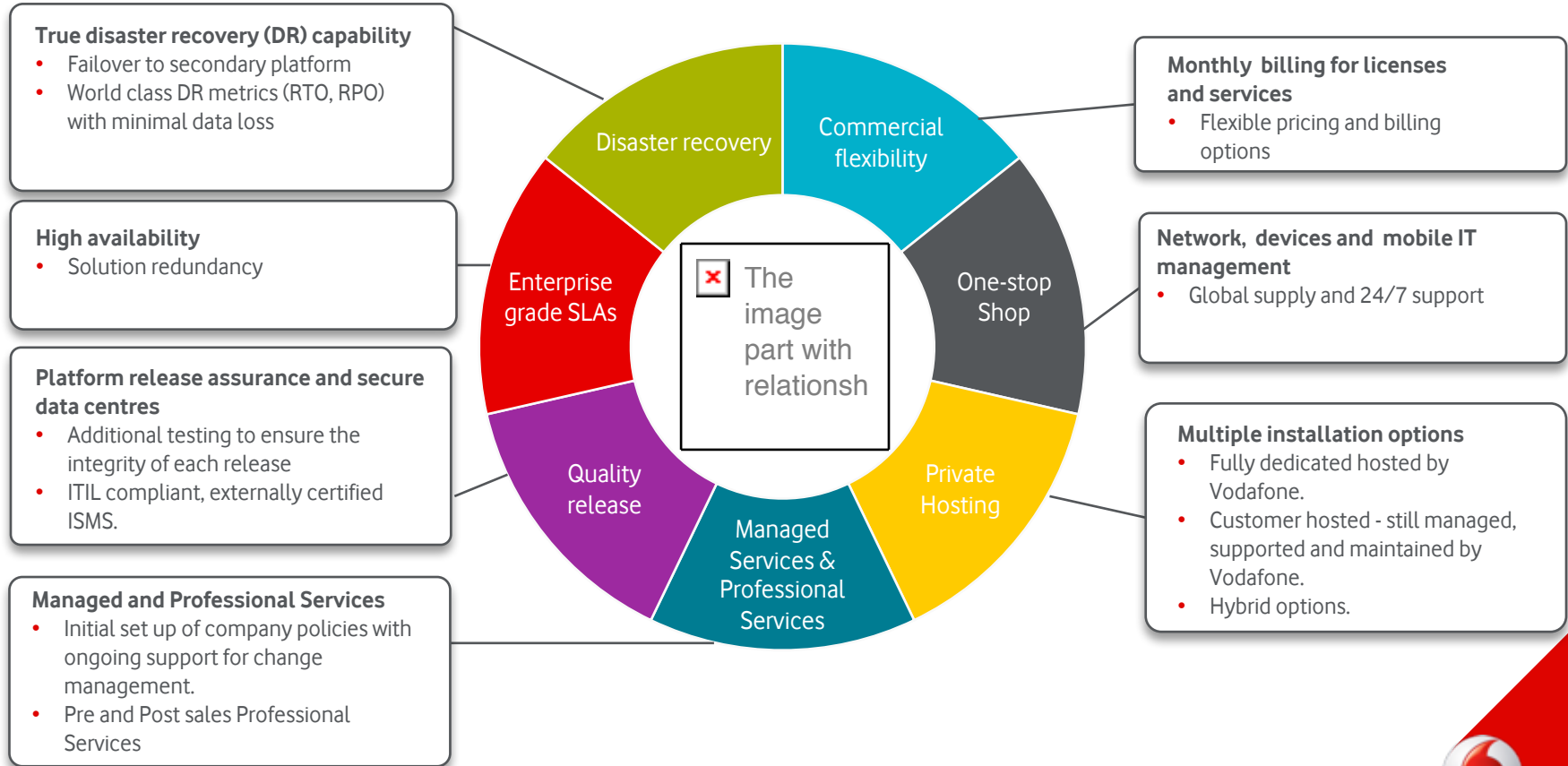


6

Benefits & Next Steps



Vodafone can define, develop and manage your mobility strategy



Strategic partnerships with market leaders (influencing roadmap and product development)

MobileIron, (Gartner Magic Quadrant)

“MobileIron is a good fit for organizations that adopt a best of breed strategy for mobile applications” — Gartner, 2014



Vodafone empowers you to define, develop and manage your mobility strategy.

Demonstration

Experience a live demonstration of the new features and capabilities of Vodafone Device Manager

Proposal

Discover how we can address your business issues with a detailed proposal on Vodafone Device Manager including pricing

Trial

Access a trial or proof of concept, to validate the solution addresses your business needs

Deploy

A contract to deploy the service easily by moving seamlessly from our managed trial to full service deployment without downtime

Enhance

Leverage Vodafone's ongoing support and expertise to address your business needs and maximise investment

