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Mobile Device Management: Pitfalls, Perils, And Paths To Success

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Pitfalls and Perils – Challenges that must be addressed



Some Mobile Device Management Pain Points

- Mobile device diversity - devices come in just about every color and flavor. Many mobile devices will come from the consumer, retail channel and have six- or nine-month lifecycles which makes it extremely difficult, if not *impossible*, to standardize and deploy on one single device type. Think you can standardize on one device? Good luck!
- Many devices will already be deployed to the field. How do you provision them?
- How are you going to install, configure and update both 3rd party and custom applications?
- How do you perform device troubleshooting and remote support?
- Securing and addressing lost and stolen devices – You won't be able to make every user happy.
- Rouge devices will be attempting to connect to your network – will you manage and control employee owned devices?

What do we mean by Manage & Secure?

Manage

- Remotely distribute software and software updates
- Remotely distribute and collect information and content
- Remotely track assets, hardware and software inventory
- Remotely perform OS and Software Patch management
- Remotely track software license compliance
- Remotely maintain device configurations to corporate standards
- Remotely backup and restore critical data
- Remote Control to troubleshoot issues

Secure

- Encrypt Over-the-Air/Internet communications
- Enforce password policies to secure access to the device
- Enforce on device data encryption to secure the data on the device
- Remotely deliver Operating System security patch updates
- Assure lost or stolen devices and sensitive data are rendered unusable

Success - Where do you start?



Enterprise Mobility Policy:

- *Develop a clear and simple mobility policy.*
- *It's important for IT management to be perceived as a facilitator for enterprise mobility. Users should be involved in developing this policy, with surveys and other types of feedback integral to the process. Instead of presenting an edict from corporate management, a mobility policy should provide a menu of options that gives users what they want in a way that manages costs. In the long run, different user communities will "own" their mobile applications, so it's best to involve them from the beginning. Successful user adoption is the key.*

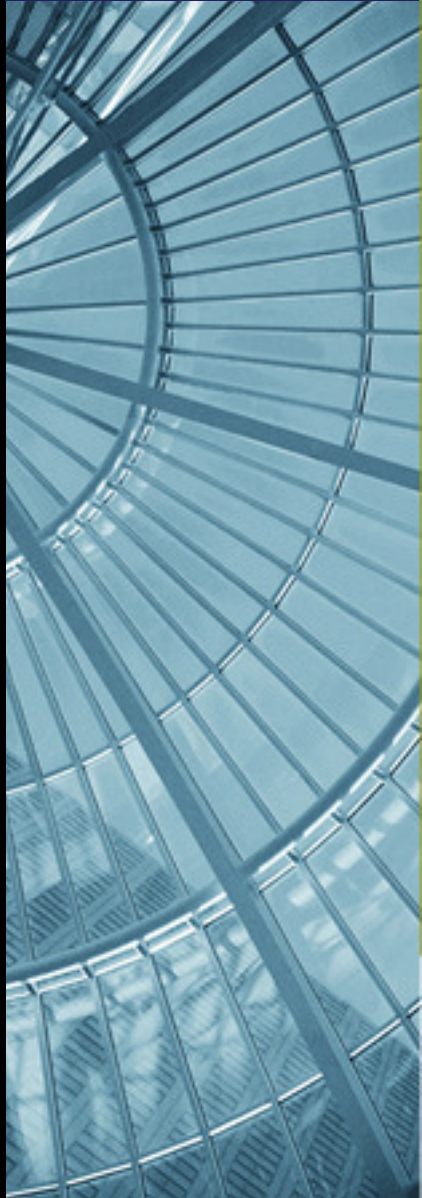
Consider :

- *It's not just about controlling costs – much of your business will be done on these mobile frontlines and productivity of those users must be a top consideration. Understand that there will always be a compromise between productivity and good enterprise policy.*
- *How to balance management/security and the user's ability to use the device for it's intended purpose while minimizing any impact on the user.*
- *How to determine the level of management intrusiveness into the device.*
- *Maximizing management capabilities while minimizing data requirements for the management client. Application size and resource requirements are still very important considerations for handheld devices.*
- *Email will probably lead as the killer app, followed by line of business applications. These will contain sensitive corporate data and will need to be secured and managed.*
- *Different types of users will have different requirements. Be ready to address these different groups.*

What to look for in Mobile Management Software

- Management and Security from the same system
Simpler for administrators and end users. Minimizes the number of agents required on the device.
- Broad Breadth of Management
Ability to enhance business applications and processes across a broad set of devices. Ability to maintain configuration policies that will meet your corporate policies.
- Policy engine
Management of both technology and business policies unique to the enterprise. Handles those out of the box requirements that you'll run into daily
- Bandwidth optimizations, look for a solution built for the mobile world
Optimizations are more important in a wireless world with lower bandwidth and slower devices.
- Off-line Device capabilities (intelligent agent)
The ability to take proactive, remedial measures whether the device is online or offline
- Will you need the ability to integrate with existing desktop management systems?
Single management console

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Thank You!

