

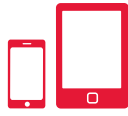
CDW TOTAL MOBILITY MANAGEMENT

Integrate and Simplify Mobility Management



PLAN

Strategy



ENABLE

Procure & Provision



PROTECT

Centralized Management



SUPPORT

IT & End-User Support



EMPOWER

Customize & Enhance

BYOD programs are infiltrating organizations and IT is forced to integrate the management of employee-owned and corporate-owned smartphones, tablets and notebooks. It often begins with a search for a Mobile Device Management Solution (MDM), but savvy IT professionals know that simplifying the mobility maze starts with a clear mobile strategy to help define the optimal combination of the numerous mobility management options available in the market today.

The explosion of mobile devices in the workplace has left wireless networks gasping for breath. With a long history in supplying networking solutions, CDW's solution architects work with your team to understand your network infrastructure and connectivity requirements, as well as your security solution needs. CDW provides network assessments to help you develop a holistic plan that is not only strategically sound, but also scalable to optimize services as your needs change.

The Simplicity of Integration

CDW is in the business of completely understanding vendor capabilities and leveraging best practices to meet the needs of your organization. Only CDW's Total Mobility Management combines the expertise, the partners and the solutions to enable IT to integrate, control and simplify all aspects of mobility management and empower your business through mobile innovation. We offer you a point of accountability with a dedicated account team that not only supports, but also understands, your integrated needs.

CDW doesn't just provide MDM, nor do we just offer mobile security and network access control. The value we provide extends beyond mobility software, services and platforms. CDW, together with our outstanding partners, provides the total solution – and specifically integrates each component to best meet the needs of your business and fulfil your strategic plan.

Total Mobility Management solutions and services span each phase of implementation, from Planning to Support.



PLAN YOUR MOBILITY STRATEGY

Mobility is the new normal, a primary means of conducting business and a mobility plan goes well beyond devices. Simplifying the mobility maze starts with a clear mobile strategy as the foundation for your total mobility management solution. Your strategy must be unique and scalable – we know that and that is where we begin.

- **Roadmap:** CDW partners offer a wide array of carrier-agnostic technology options to ensure network access control, compliance, internal risk minimization, management, and support. Our account managers and solution architects will help you pinpoint the roadmap for each vendor option, determining and prioritizing the right solution for your organization. Our expert network and security teams will provide a roadmap based on a detailed site survey and assessment.
- **Data and Device Policy:** Today, 95 percent of organizations allow staff-owned smartphones and tablets, according to a 2012 survey conducted by Cisco. Clearly written policies governing mobile device use for both organization and individual protection are critical. CDW regularly partners with customers and vendors to define organization-specific mobile policies. We have the checklists. We have the experience.

YOUR TRUSTED ADVISOR

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▪ **Security:** As mobility becomes the norm, organizations must accommodate new ways of working. For network and security managers, the influx of mobile devices and applications represent the worrisome prospect of organizational data leaks. And, mobile devices are increasingly connected to wireless LANs and other networks that don't provide protection through network-based firewalls. CDW provides integrated security solutions for secure network access.

▪ **Network:** CDW will help you assess, design and optimize your mobile platform – and provide annual check-ups along the way. We begin with a site survey to provide a roadmap for designing the optimal wireless network, identify potential interference, coverage issues and security concerns in order to propose solutions to remediate any difficulties.



ENABLE YOUR ORGANIZATION – PROCURE AND PROVISION

With the Mobility Management Portal, a cobranded procurement portal, you can manage all of the strategic and tactical components associated with a successful

procurement and provisioning program. Our automated process allows employees to order from a predefined catalog of mobile devices and accessories, perform upgrades or make changes to existing services – all in accordance with your governance policy.

The portal provides access to:

- Customized carrier inventory, contract terms
- Integrates into other procurement tools
- Pre-approved ordering simplifies process
- Carrier negotiated discounts
- Real-time order status, ticket histories
- Management reports

Selection: Depending on your organization's policy, employees can select from a full scope of mobile devices ranging from smartphones to tablets to notebooks from any manufacturer.

Cross Carrier Activation: Activate devices with the carrier of your choice, and track expenses and usage consistently across each carrier and every usage plan.

Configuration: Configure user profiles, geofencing, time-based profiles, account access, applications and content on each and every device. Additionally, CDW will manage device kitting with company-specific literature for end users, as well as laser etching for company logos and personalization.

Deployment and Delivery: No matter how large or dispersed your organization, our deployment professionals ensure your mobile devices are carefully loaded, tested and delivered to the appropriate users as well as provide ongoing support upon deployment.



PROTECT YOUR ORGANIZATION – CENTRALIZED MANAGEMENT

Whether you operate a BYOD, corporate-owned or mixed environment, your programs require the optimal combination of flexible management based on device

ownership and security risk level. CDW is partnered with the industry leading and Gartner Magic Quadrant vendors to provide proven mobility management solutions to protect your business and it's data.

Mobile Device Management (MDM): Enable complete management of mobile devices for both organization-issued and BYOD devices. The simplest approach to secure device management, MDM capabilities include security policies and profiles, remote security configuration, remote locking and wiping, and centralized visibility at all times. Manage traditional BES and multi-OS platforms, secure and manage customer/guest network access via Active Sync and centralize email management.

Mobile Application Management (MAM): Securely distribute and manage internal, public and/or purchased apps for organizational use. Either CDW or your administrators can use mobile application management to track new applications coming into the enterprise, determine the popularity of applications, and identify possible rogue applications. Policies can define which apps employees can access and block apps that pose security risks. In addition, administrators can monitor user adoption of mobile enterprise applications they have built and published.

Mobile Content Management (MCM): Ensure corporate information is protected, while providing employees with a simple way to access up-to-date documents anytime, anywhere from their mobile devices with encryption in transit and on devices. Cloud file sharing is also available, to enable document or file folder sharing through an encrypted cloud source behind your firewall, ensuring content never is downloaded to a device.

BYOD Management: Through partner mobility management software, CDW supports all major platforms, enables easy enrollment, sets security policies and tracks and views real-time device information via interactive dashboards. Services include setting and enforcing mobile policies through MDM, MAM and MCM.

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TOTAL MOBILITY MANAGEMENT PORTAL

The CDW Mobility Management Portal is a unique and flexible administrative portal to help you manage security, policy and compliance across your mobile user base and create a foundation for driving productivity and innovation through mobile applications. The portal enables cross carrier device selection, activation, configuration and deployment, providing employee choice for corporate owned device programs. The portal also provides access to integrated wireless expenses for tracking, analysis and invoice payment for corporate rate plans. And, the Mobility Management Portal provides self-service help desk support and mobility management-software-administration, freeing your IT staff to spend time on higher value activities.

- Procure and provision from any carrier
 - Customized carrier inventory and contract terms
 - Real-time order status and ticket histories
 - Management reports
- Mobile Expense Management
 - Reconcile invoices to assets
 - Custom usage reports and invoices
 - Immediate view of monthly, quarterly and annual spend
 - Access critical inventory and expense information any time
 - Quarterly business review of expenses

MDM/BYOD Support

- Self-service help desk to support mobile work force
- Administration and support of MDM software
- Asset database
- IT technical support

MOBILE EXPENSE MANAGEMENT

CDW's invoice and expense management solutions help you easily manage your invoices and payments. Mobile Expense Management automates the tedious review, approval and payment process – eliminating late charges and maximizing cost savings. Our expense management solution provides amazing vision into your total wireless communications spend, helps uncover opportunities to lower costs, monitors compliance and flags issues and helps you make more informed, intelligent business decisions.

We apply our proprietary technology, proven processes and industry experience to help you optimize your carrier plans, uncover savings and eliminate waste. CDW proactively monitors and manages all wireless expenses making sure your enterprise get the best rates possible.



SUPPORT SERVICES

Through a combination of a dedicated account team and a 24/7 Help Desk for both corporate-owned and BYOD programs, CDW provides various levels of support experts to deliver a solution that meets the needs of your IT department, your mobile users and your business. And your dedicated account team offers a single point of accountability and support.



EMPOWER

Maintaining control of mobile usage is undoubtedly important, yet the ideal scenario for organizations is to empower employees to choose their preferred mobile device at work – and enhance productivity as well as end-user satisfaction. The accelerating BYOD trend and the need to reduce IT overhead, organizations must empower users with secure browser-based access to applications and desktops from any device of an employees' choice.

- **Application Development:** CDW is partnering with application developers to identify the right apps to support business processes. Our team will help you navigate the decision between native apps, which tend to provide greater functionality, and platform apps for fast deployment.
- **Customized App Store:** A centrally managed and customized app store enables your organization to provide a central point of access to the critical apps and tools that employees need to be productive in a mobile work environment. Employees are provided a catalog of mobile applications tailored to the needs of the organization or business. Apps are either approved by IT and available in commercial app stores or created by IT for internal business use. When the app store is on a registered device, it is tied to a specific user so the user can discover applications easily and IT can secure app distribution.
- **Desktop and App Virtualization:** More organizations see the benefit of web-based applications and need a strategy to support employee access to web-based apps and desktop resources, as well as to applications stored on devices. Virtualization can result in cost savings and workforce access to critical programs that need to be stored centrally. At the same time, networks must be ready for an unprecedented increase in high-bandwidth wireless traffic from mobile devices seeking to run these virtual applications.

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