An Overview of Total Mobility Management

THE SITUATION    |    THE CHALLENGES    |    THE SOLUTION    |    THE BENEFITS
The mobile universe is expanding, and it’s not just the options your organization is providing. With more people using their own devices and apps to access your organization’s data, you need a solution to keep things running smoothly. You need Total Mobility Management. It’s your mobility mission control that provides you with a competitive advantage by helping you maximize mobility opportunities faster, reduce costs and free up your IT staff for other initiatives.

The Mobility Space Race

Your organization isn’t the only one trying to launch a mobility plan, gain a competitive edge and improve the customer experience. In fact, many organizations’ IT departments consider mobility one of the most important issues to address.

2500
The estimated number of mobile devices the average IT department must support.¹

65%
of professional workers require mobile connectivity to do their jobs.²

3
The average number of mobile operating systems organizations are managing.¹

82%
of organizations surveyed said they need a mobility management plan but do not have one.³
Mobility provides your organization with opportunities to gain a new level of competitive advantage. Yet managing mobility is becoming increasingly challenging. Several issues can ground your organization’s plan to become more mobile. Lack of control and strategy, complexity, BYOD and miscommunication can cause your mobile investment to come crashing down.

**THE CHALLENGES**

Mobility provides your organization with opportunities to gain a new level of competitive advantage. Yet managing mobility is becoming increasingly challenging. Several issues can ground your organization’s plan to become more mobile. Lack of control and strategy, complexity, BYOD and miscommunication can cause your mobile investment to come crashing down.

**Monitoring** — Without the proper safeguards in place, the benefits of mobility can easily disappear. Monitoring challenges include:

- Inability to track the devices accessing the network
- Increase in rogue IT

**No Long-term Strategy** — Many organizations lack a vision for where they want mobility to take them. This reduces the effectiveness of mobile resources, creating black holes that drain the efficiency out of mobility investments. And it leaves organizations vulnerable to threats.

**Complexity** — With all the tools, apps and devices available, it can feel like there are more options than there are stars in the sky. Complexity challenges include:

- Processing, deploying and maintaining a large mobile inventory
- Meeting mobility demands on the network
- Managing expenses across carriers and devices
- Dealing with the number of help-desk and troubleshooting calls accompanying multiple devices and operating systems

**BYOD** — At first blush, allowing individuals to use personal mobile devices can sound like an appealing, cost-saving measure, yet BYOD has its own challenges:

- Disparate platforms create stress on IT staffs as they try to ensure compatibility and help users troubleshoot their own devices
- Lack of control over applications and tools, and the potential security risks of malware apps
- The blurring lines between personal and professional devices

**Miscommunication** — If an organization doesn’t have a streamlined, unified approach to mobility, it could be wasting time, money and resources managing the devices.
Mobility Mission
Control
Total Mobility Management

CDW is your trusted partner for finding the right mobile devices and tools for your organization. We can help your organization maximize the competitive advantages of mobility and explore new frontiers of productivity. Total Mobility Management helps you manage the vast options available and overcome the challenges posed so your mobility investment will pay off.

THE SOLUTION

Mobility Mission
Control
Total Mobility Management

PLAN
We start with a roadmap — based on a site survey — to address your vendor preferences and network usage. We identify the optimal wireless network, potential interference and coverage issues.

ENABLE
Our Mobility Management Portal provides automated processes to allow your employees to order from predefined catalogs of mobile devices, accessories and applications. We offer configuration capabilities, including imaging and profile customizing, asset tagging and laser etching. Plus, we can assist in performing upgrades and changing existing services according to your compliance policies.

PROTECT
Regardless of whether you use a BYOD or corporate-owned policy, or a combination of the two, we can help optimize device management and network security with:

- Mobile Device Management to help with the design and implementation of security policies and profiles, remote configuration, locking and wiping, and centralized visibility.
- Mobile Application Management to securely distribute and manage internal, public and purchased apps.
- Mobile Content Management to help you protect information while providing your workforce with a simple way to access data.
- Mobile Expense Management to automate reviews, approvals and payment processes.
SUPPORT
Our employee help desk and self-service tools reduce the burden on your IT staff.

EMPOWER
We can help you maximize your mobility investment by providing you with the plans and the tools to give employees secure, browser-based access to applications and desktops. We can even help you develop your own apps.
Total Mobility Management helps you maximize the competitive advantages of mobility, so you’ll get to market first and be able to provide customers with service at any time and in any place. Plus, it helps your organization increase productivity and efficiency.

**THE BENEFITS**

**INCREASED COMPETITIVE ADVANTAGE**

Total Mobility Management coupled with our vast selection of devices and tools can provide your business with a significant competitive advantage. We can help you get your mobility plan up and running quickly so that you can get your products and services in front of your customers faster than the competition. And with our support and management tools, you’ll improve the customer experience by reducing embarrassing mobility failures.

**STREAMLINED SERVICE**

With our Total Mobility Management, you get exactly what you need to launch a successful mobility program. Our approach makes mobility work for you, reducing the headaches that come from dealing with multiple vendors. And we’re there for you at every stage – working to make sure that all of your components are in sync.

**IMPROVED PRODUCTIVITY**

Total Mobility Management helps your organization meet its goals quickly and efficiently. It facilitates greater collaboration between teams and enables your workforce to be productive while on the move.

**BETTER CUSTOMER EXPERIENCE**

Mobility gives you the tools and resources to provide your customers with the content and information they want, when they want it. It improves customer experience by allowing your team to deliver wherever they are.

$2500 per employee annually.

The estimated amount your organization could save by allowing employees to work remotely once per week.²
We Get Total Mobility Management

We have broad experience helping organizations like yours develop and deploy a Total Mobility Management solution, and the right products and partners to maximize return on investment.

**THE PEOPLE**
Our dedicated account managers understand that mobility changes at the speed of light. They can help guide you to the right Total Mobility Management solution for your needs. Plus, our experienced solution architects and security engineers can provide implementation support and give you more detailed insight into various mobility offerings.

**THE PARTNERS**
We work with some of the biggest names in mobility, including Samsung, Apple, Microsoft, Citrix, Fiberlink and MobileIron. Together, we can provide you with a wide range of options and tailor a solution to your organization’s unique needs.

**THE PLAN**
The CDW team is here to assist you at every phase of your mobility investment, from pre-sales consultation to post-sales support:

**ASSESSMENT**
We can provide onsite assessments of your current mobile environment to see which areas need improvement.

**DESIGN**
We can help design your new solution from the ground up or help you augment your current solution.

**PLANNING AND DEPLOYMENT**
We help you create and execute a phased deployment plan that minimizes disruption to your organization.

**MANAGEMENT**
Our Managed Services offering can free up your staff to focus on other responsibilities and key IT initiatives.
OUR PARTNERS

Our Total Mobility Management solutions combine innovative service offerings and the latest devices, apps and accessories from leading service providers and vendors.

Samsung notebooks are made to fit you and offer a wide range of mobility options to help meet all types of daily computing needs. With the latest in notebook technology built in, including Intel Core family processors and numerous configuration options, Samsung notebooks are right for the mobile user.

The explosion of mobile devices is pushing legacy networks to the limit. The HP Wireless LAN solution simplifies network management dramatically, yet scales easily. Now you can increase productivity, cut operational expenses and improve wireless user experience.

Citrix XenMobile allows IT to easily meet mobile device security and compliance requirements for BYO and organization-liable devices while giving users the freedom to experience work and life their way.

Delivering a comprehensive Enterprise Mobility Management (EMM) platform, MaaS360 works to secure and support users, devices, emails, apps, documents and web access. Recognized as a “Leader” in Gartner’s 2013 Magic Quadrant report for Mobile Device Management, MaaS360’s unique cloud-based delivery model provides incredible flexibility.

To take command of your mobility investment, visit CDW.com/mobility

AWARDS

- AirWatch Most Valuable Reseller Partner (MVP) — 2013
- AirWatch Individual Evangelist Partner Award — 2013
- Cisco Global Partner of the Year, Americas — 2012
- HP Networking Elite Partner
- HP Preferred Business Partner
- HP Advanced Networking Specialist — 2012
- Microsoft Worldwide Intune Partner Finalist — 2012
- Symantec Commercial/SMB Partner of the Year — 2012
- Symantec Public Sector Partner of the Year — 2012
- Trend Micro Channel Partner of the Year — 2012
- VMware Public Sector Partner of the Year — 2012
- VMware Americas Infrastructure Virtualization Competency Award — 2013

CERTIFICATIONS

- Cisco Master Security Specialization
- Cisco Managed Services Master
- Cisco Advanced Collaboration Architecture Specialization
- Cisco Advanced Wireless LAN Specialization
- HIPAA Academy Certified
- HP Master Accredited Systems Engineer — Network Infrastructure
- HP Master Accredited Systems Engineer — Wireless Networks
- HP Master Accredited Solution Expert
- HP Accredited Platform Specialist — Networking
- HP Accredited Systems Engineer — Wireless Networks
- HP Sales Certified — Networking
- HP Advanced Sales Certified — Enterprise Networking
- Homeland Security Certified
- PCI Approved Scanning Vendor
- Symantec Endpoint Protection

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