

Symantec™ Mobile Management 7.0

Efficient management for mobile devices

Overview

As mobile devices become more sophisticated, provide greater corporate access and store more data, organizations require greater control and management to protect corporate information and ensure user productivity—all while reducing costs. Symantec solves these challenges with Symantec Mobile Management. Mobile Management increases IT efficiency with over-the-air deployment of applications and updates, improves end user productivity by managing mobile device health, and integrates with Symantec mobile security products to manage and secure mobile devices throughout their lifecycle.

Addressing mobility today

Since device downtime could result in business disruption, the inability for a technician to service a customer or prevent a salesman from providing a potential customer with critical and timely information, organizations need the ability to respond efficiently to device problems. To tackle this challenge, Symantec offers a powerful and feature rich solution to simplify the management of mobile devices.

As an example, Symantec goes beyond simple remote control with remote assistance capabilities which provide granular, ultra-low impact remote access to files, registry, and device subsystems that provide IT staff with the ability to restore device functionality while limiting the impact to the end-user.

To increase IT efficiency, Symantec provides scalable deployments and configuration of the mobile environment.

IT administrators can automate common tasks to create a more predictable and standardized environment. A standardized approach helps organizations plan and manage mobile devices like PCs, simplifying the maintenance of the mobile environment while leveraging the existing Symantec systems management implementation.

To ensure end-user productivity, mobile devices require anywhere, anytime access to applications and corporate resources. To provide this level of service, IT organizations can leverage advanced features that provide device self-healing for automatic application remediation or the ability to wake a device to install updates minimizing the risk of downtime during business hours.

With Mobile Management 7.0, increase IT efficiency, improve end-user productivity, and integrate with Symantec mobile security products to manage and secure mobile devices throughout their lifecycle.

Key features and benefits

Software Deployment and Configuration

- Reduce administration costs associated with managing mobile devices with centralized staging, distribution, and maintenance of software applications and updates
- Distribute and apply pre-configured device settings to maintain common device configurations
- Improve IT efficiency with over-the-air deployment of applications and updates to reduce the costs associated with device roll outs and ongoing maintenance

Powerful Remote Assistance

- Reduce downtime and improve end-user productivity by quickly restoring service
- Provides IT staff with the necessary tools to restore device functionality while limiting end-user impact
- Troubleshoot and repair mobile devices anywhere, anytime
- Inventory and Reporting
- Provide visibility into the mobile environment by tracking the devices, network statistics and settings, configurations, serial numbers, model numbers, and hardware details in the mobile environment
- Identify, discover, and catalog mobile devices
- Improve mobile planning and decision making with extensive details on device hardware, software, health, and network statistics for managed devices

Symantec Systems Management Integration

- Easily integrate Mobile Management with Altiris™ Client Management Suite to extend Symantec systems management capabilities to manage mobile devices throughout their lifecycle
- Leverage your existing investment with powerful integration to provide comprehensive management of mobile devices alongside workstations and laptops

New features in Symantec Mobile Management 7.0

Granular Application Management

Ensure software remains current and running properly.

With the new application management features, Mobile Management enhances the application delivery capabilities with application self-healing and on demand or scheduled updating of running applications.

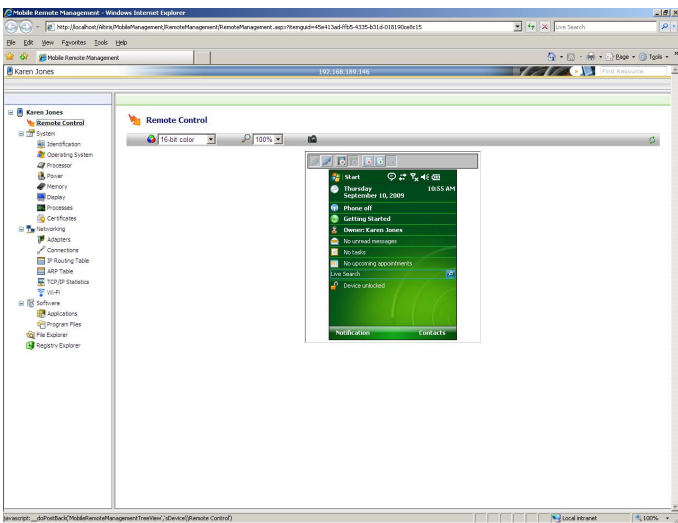
Self-healing capabilities can automatically detect and repair incorrect, corrupt, or missing applications. The automatic updating of current runtimes and applications helps IT install updates seamlessly stopping any running application or runtimes needed so they can be updated and then re-launched when the update is complete.

Enhanced Over-the-air Deployment

Greater control of mobile devices Mobile Management now uses bandwidth more efficiently allowing IT administrators' greater flexibility to control devices anywhere, anytime. The limited network impact helps ensure that business operations sharing the network function without issue as well as nominally impact metered wireless plans. The constant accessibility provides consistent delivery and operations of mobile devices. Over-the-air deployments are further enhanced with maintenance windows ensuring consistent and predictable changes. Symantec deployments are flexible and support many use cases including unattended or silent installations and software removal or upgrade scenarios.

Effective Remote Operations

Optimized for remote diagnostics and remediation Mobile Management now gives you enhanced operations with color controlled remote control, video and screenshot capture, process control, and registry explorer. The color control feature limits the transmission so end-users can utilize the device while under IT control. Recording features improve diagnosis by capturing the needed troubleshooting steps to be repurposed as knowledge or training. By gaining access with the process and registry explorers, IT staff can resolve issues going beyond local device functionality.



Control and manage a remote device just like you have direct access with the powerful remote control functionality.

Mobile management and beyond

Symantec Mobile Management increases IT efficiency, improves end-user productivity, and integrates with Symantec systems management products to manage mobile devices throughout their lifecycle. Because it's built on the Symantec Management Platform, it's easy to add

solutions that go beyond mobile management without adding infrastructure or complexity.

You can expand Mobile Management with additional Symantec products to improve IT operations, track assets, and manage systems.

Altiris™ Client Management Suite from Symantec

Reduces the total cost of owning client systems by automating time-consuming and redundant tasks. By minimizing the efforts and costs associated with deploying, managing, securing and troubleshooting client systems, organizations can gain control of their environments. This easy-to-use, integrated suite of software for Windows, Mac and Linux is designed to address IT management needs for desktop and notebook computers throughout their entire IT lifecycle.

Symantec™ Endpoint Protection Mobile Edition

Provides protection for smart phones against malicious threats and unauthorized access to sensitive corporate information by utilizing award-winning antivirus technology, an advanced firewall, password enforcement, phone feature control, and encryption technology.

System requirements

Symantec Management Platform

- Notification Server 7.0 SP2
- Windows 2003 Server
- SQL Server® 2005
- Internet Explorer® 7
- .NET Framework 3.5
- Microsoft Message Queuing Service

Data Sheet: Endpoint Management Symantec™ Mobile Management 7.0

Windows Mobile Agent

- Windows Mobile 2003, 5, 6, and 6.1
 - Windows CE 4.2 - 5.x
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To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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