

AFARIA

Device Management and Security From A Single Console

PRODUCT DATASHEET



Implementing device management and security at each stage of the mobile device lifecycle helps companies reduce costs, increase IT efficiency and improve the productivity of mobile workers. An integrated solution that proactively manages and secures mobile data, devices, and applications drives a host of results which ultimately leads to improved profitability.

Mobile workers are imperative to an organization's success. PDAs, smartphones and laptops that support workers on the frontlines are proliferating throughout corporations. With a mobile workforce comes the widespread distribution of mobile devices and scores of sensitive and proprietary data outside the secure walls of headquarters. It is critical for the success of a mobile deployment to put measures in place to control and protect mobile assets throughout their lifecycle. But those measures must be a strategic, integrated part of IT's initiatives.

THE MOBILE DEVICE LIFECYCLE

Mobile environments are diverse, complex and often beyond direct, onsite IT control. Afaria provides IT with the ability to centrally manage and maintain devices and data throughout the device lifecycle. There are three key stages of the device lifecycle – each comes with critical issues for IT departments to handle. IT must be able to proactively manage data, devices, applications, and communications to all mobile workers at any time. Organizations that take a centralized approach to data and device management provide IT with the control and visibility they need – while empowering mobile workers to be successful with the information and applications needed to do their jobs.

Provisioning

During this first stage of the lifecycle, Afaria is instrumental in managing tasks to successfully deploy any mobile initiative. These include assigning group membership and policies, configuring devices for connectivity, delivering the management client over the air and the initial application deployment. When it comes to security at this stage, Afaria enables IT to manage security requirements centrally, including establishing security policies, initializing power-on password, installing and encrypting data, antivirus, firewall and port/peripheral controls on the device.

Production

During the production stage, Afaria effectively manages and automates ongoing tasks required to operate efficiently and at maximum capacity. Tasks include asset tracking, updating and repairing software, monitoring device performance, remote control, maintaining and modifying device and application configuration, as well as distributing and updating data and files. Afaria can automate electronic file distribution, file and directory management, notifications, and system registry management tasks. Critical security tasks include the regular backing up of data, installing patches and security updates, enforcing security policies and monitoring security violations or threats. Administrators can protect the data on the device through state of the art data encryption protected by a power-on password with tamper controls, and enforce data lockdown based on client connection rules.

Decommissioning

A mobile device may enter the final phase of the life cycle for a variety of reasons. The device may have been lost or stolen, retired or re-commissioned for another purpose. In the case of a lost or stolen device, Afaria provides IT peace of mind by enabling IT to remotely kill or lock the device from the administrative console. Administrators have the tools necessary to remotely re-provision or redeploy software assets including data restoration.

KEY FEATURES

- Security
 - Centrally enforce corporate security policies
 - Full disc encryption
 - Email and PIM encryption
 - Application Control
 - Over-the-air encryption
 - FIPS 140-2 compliant
 - Antivirus & Firewall protection
- Central management and control
 - Management and security from a single console
 - Update application and data as needed
 - Manage by groups and devices
 - Over-the-air software distribution
 - OMA CP provisioning and OMA DM capabilities
 - Manage groups and devices by role, geography, work group and many other categories
- Architecture
 - Multi-tenant infrastructure
 - Internationalization, including double byte support
 - Secure, scalable architecture for all user connections
 - Integrated with iAnywhere Relay Server
- Any mobile device
 - Windows Mobile
 - Windows CE
 - iPhone - iPad/iTouch
 - Android
 - Windows Notebooks
 - RIM BlackBerry
 - Palm OS
 - Symbian
- Any wireless connection
 - GPRS/EDGE/3G
 - W-LAN e.g. 802.11b/g
 - Infrared
 - Bluetooth

ARCHITECTURE OF AFARIA

Organizations both large and small are seeking integrated solutions that accomplish many functions to simplify administration and lower costs for mobile deployments. Afaria offers integrated device management and security for the broadest range of platforms from a single, web based console.

Integrates with Enterprise IT Infrastructures

The Afaria server delivers enterprise performance with minimal maintenance and cost, while seamlessly integrating into the IT infrastructure.

- Seamless integration with SQL Anywhere database from Sybase iAnywhere, providing the convenience of a single-vendor solution
- Provides integration with key directory technologies, such as NT and LDAP-compatible directories
- Broad database support including Microsoft SQL Server, SQL Anywhere, and Oracle
- A web based console supports Microsoft .NET technologies, allowing system administration and control of business and IT information from multiple locations
- A broad range of connectivity options are supported to operate in the toughest mobile environments, such as TCP/IP over wireless or wired connections, dial-up remote access connections (RAS), WAN, and high-speed LAN connections
- Also supported are HTTP and HTTPS to allow users to connect over the Internet and have a secure access point through corporate firewalls
- The Afaria server runs on Windows Server 2003 Standard or Enterprise
- Integration with SMS 2003 to expand the range of devices that can be managed from the SMS console.
- Multi-tenant infrastructure to allow hosting providers or end customers to manage multiple entities (tenants) using a single server farm
- To provide greater intranet security, Afaria is integrated with the iAnywhere Relay Server

FRONTLINE DEVICE SUPPORT

Enterprises deploy many different mobile devices throughout their operations and need comprehensive support for their mixed environment. Afaria supports the widest variety of client types that can be managed from a single web based console including:

- Win32 laptops
- iPhone - iPad/iTouch
- Android
- Windows CE/Pocket PC
- Windows Mobile Professional
- Windows Mobile Standard
- Symbian E Series 60 3rd edition, N Series
- PalmOS version 5 devices
- RIM BlackBerry devices
- and many point-of-sale systems

POLICY AND PROFILE-BASED MANAGEMENT

Afaria's policy & profile-based management capabilities allow the creation of schedules and monitors, as well as the assignments of policies to predetermined groups of users. The use of profiles provides for easier management of schedules and assignments, gives IT a consolidated view of both schedules and monitors, and makes it easier to see what is assigned to a particular user, or group of users.

- A consolidated view of events and monitors assigned to a given group of users, as well as a view of all of the schedules configured for a given group of users
- Policies are created and assigned to profiles using the same administrative page, which provides a streamlined administrative experience

- Policies are automatically applied, checked and updated on client devices during each connection. This eliminates the work of having to create and assign specific schedules
- Report console displays, for a given user, a list of the groups to which the user belongs, and a listing of the profiles assigned to those users

CONNECTIVITY OPTIONS DESIGNED FOR ENTERPRISES

Afaria uses an intelligent architecture design which optimizes the ability to make appropriate decisions about which tools to utilize when managing a frontline deployment. Connection management functions are fully deployable over-the-air, eliminating the need for remote devices to be manually configured by IT.

Relay Server

Afaria supports the use of a Relay Server for all client connections. The Relay Server is installed in the network DMZ. Afaria clients connect in to the Relay Server, and the Afaria servers connect out to the Relay Server. There is no need to open inbound ports on the interior firewall, which makes security department approval easier. The Relay Server facilitates highly secure communication between mobile devices and the corporate intranet by not requiring any open inbound ports in the corporate intranet. This helps in securing the corporate network and by not requiring a VPN, resulting in secure communications with minimal impact on processor or battery performance on the device.

Scheduling and Prioritization

Within the confines of headquarters, systems management is a routine task. However this task becomes complicated with remote devices, as these devices are not always connected to the network. Afaria simplifies these routine management tasks by allowing automatically scheduled polling of devices to ensure they are compliant with corporate policies.

Device Monitoring

Afaria reacts to changes in the state of a device and can trigger connections, logging or local processes when key device characteristics change in a disconnected state. This feature can be very useful to administrators by allowing the backup of a device when the battery level drops below a critical level or monitoring and enforcing application installation and usage policies through logging and reporting. This enhances security by logging when confidential files on mobile devices are written to external cards or sent to other devices.

Bandwidth Optimization

During file transfers, Afaria's dynamic bandwidth throttling releases bandwidth to other applications when their activity levels increase, and then reclaims bandwidth when other applications grow idle, thus maintaining device performance. Afaria's comprehensive bandwidth management supports applications across all network types and provides on-the-fly data compression, checkpoint restart, and file segmentation. File-level and byte-level differencing minimize data volume for both large and small transfers.

APPLICATION SERVICES

Afaria adds significant management capabilities to third party or custom applications by fully extending published APIs to Afaria server and client functionality and enabling updates to be delivered using wireless networks.

REPORTS AND DATA LOGGING

Key to any corporate security effort is the ability to log and report all security activity occurring on remote devices. IT can pull and deliver detailed reports for any exception, violation of company security policy and devices entering and leaving service. Afaria can generate reports by device type, groups or user type. It ensures password entry failure and redeployment of a new policy upon reconnection, and also maintains the status of the client delivered to handheld devices.

COMPONENTS

Afaria Antivirus & Firewall Manager

Afaria Antivirus & Firewall Manager protects users from current and future threats by providing filtering and blocking of TCP/IP traffic. Afaria offers a bi-directional port and IP-based packet filtering option, protecting the mobile device from accessing harmful or questionable content and preventing malicious content from being transferred to the device.

Afaria Backup Manager

Backup Manager provides a centralized, automated process for archiving frontline workers' critical business data and documents, ensuring their availability to both the frontline employee and the company, even if the device is lost, damaged or stolen.

Afaria Configuration Manager

Configuration Manager provides key mobile device management capabilities, such as ensuring devices and systems are configured properly and that required connection settings are enforced, giving frontline workers hassle-free use of their handhelds.

Afaria Document Manager

Document Manager is the easy solution to ensure that frontline workers always have the content they need, as soon as it is available. It provides organized initial delivery and ongoing updates for content and data files to devices, without the involvement of users.

Afaria Inventory Manager

As time passes, it's hard to keep up with all of your frontline devices. With Inventory Manager, you get all the information you need to make this task manageable by scanning and capturing detailed hardware and software asset information from frontline systems and devices like laptops, point-of-sale systems and handhelds.

Afaria License Manager

License Manager gives you full visibility into application use in the field. It tracks software installation and usage and allows you to compare usage against software purchases and license agreements, based on installed count, expiration date or both.

Afaria Patch Manager

Patch Manager provides an increased level of intelligence and automation for managing Microsoft updates to your Windows-based desktops, laptops and servers-wherever they are in your enterprise.

Afaria Remote Control

Remote Control provides administrators full, secure, remote takeover capabilities that can be used for help desk support, server support and for remote access to machines used by workers at the front lines of business.

Afaria Security Manager

Security Manager offers unique handheld and laptop security functionality from a single console. It enables IT to manage security requirements centrally, such as enforcing power-on password, full disk encryption, application control, updating signature files and antivirus engines, and managing the configuration of the device.

Afaria Session Manager

Session Manager uses a session-oriented approach, allowing you automate business processes and increase communication efficiency for intermittently connected devices and systems.

Afaria Software Manager

Software Manager makes it easy for your administrator to centrally distribute, install, maintain and support frontline applications, no matter where users are located or what kind of device they're using.

For more information, please visit: www.sybase.com/afaria