MATRIX42

Mobile Workplace Management

Matrix42: Managing the Entire Mobile Device Lifecycle

As smartphones and mobile devices proliferate in the enterprise, companies are struggling to deploy, secure, monitor, manage and support their physical and virtual mobile devices, which can lead to higher capital and operational costs and greatly increased security risks for an organization. End users are now also using their personal smartphones and other mobile devices to access and consume corporate data from any mobile device and workplace. Enterprise IT needs a comprehensive smartphone and mobile device management solution that encompasses deployment, security, monitoring, management and support for all devices in order to meet compliance standards.

The Matrix42 Workplace Management solution now combines mobile device management with physical endpoint management, desktop virtualization, Cloud delivery and service management into a new holistic management solution. This solution enables users to have transparent access to data and business services, be it internal or cloud-based, from any place and from any virtual or physical device at any time.

Matrix42 Mobile Workplace Management, a robust, easy to use, enterprise-wide mobile device and WLAN management solution, is designed to track, monitor and manage an organization's physical and virtual mobile devices. Matrix42 provides today's IT and help desk functions with an integrated, real-time view and single pane of glass into your entire fleet of mobile devices. With Matrix42, you can increase the productivity of your mobile workforce as well as the ROI of your mobile applications. You can also streamline network management, minimize IT resource drain and improve diagnostic capabilities.

The Five Phases of Managing Mobile Devices

Deploy Devices
→ Activate devices using SMS, email, URL and other flexible options
→ Enroll corporate and employee-liable devices individually or in scale
→ Authenticate users and devices through basic and directory services-based authentication
→ Instantly configure policies, settings, certificates and access to enterprise accounts over the air
→ Wirelessly provision internal and recommended apps through the enterprise app catalog

Reduce Risks
→ Ensure authorized and compliant devices have secured access to business resources and accounts
→ Protect personal and corporate data and the entire device through encryption and passcode policies
→ Prevent unauthorized device use by locking down device features and enforcing restrictions
→ Audit devices for compliance with corporate policies, settings, applications, third parties and more
→ Automate business policies for non-compliant or jailbroken devices

Monitor Devices
→ Monitor both devices and network health status and statistics for exceptions
→ Track user activity such as app downloads, voice, SMS and data usage against pre-defined thresholds, white or black lists
→ Monitor system access and console user activity through detailed event logs
→ Set up alerts and automated business rules for specific device or network actions, user actions or system performance
→ Generate actionable reports with automated distribution across the IT team

Manage Apps
→ Streamline and automate mobile asset and inventory management
→ Update and provision new policies, settings, certificates, apps, software and access to enterprise accounts – Exchange Active Sync, Wi-Fi, VPN, CA, LDAP and more – over the air
→ Push down configuration profiles, apps, software or remote lock/wipe commands on-demand, at a scheduled time or the next time a device or group of devices checks in

Support Users and Devices
→ Perform device diagnostics remotely to identify issues
→ Provide remote assistance to mobile users and communicate from the console via SMS messaging
→ Take remote control of a device for more efficient troubleshooting
→ Provide users with remote management capabilities through a self-service portal
→ Manage troubleshooting cases and system incidents using an integrated case management system

Why Matrix42?

Cross-Platform Solution
→ Matrix42 enables organizations to centrally deploy, secure, monitor, manage and support corporate and employee-liable physical and virtual mobile devices, across Apple iOS, Google Android, Blackberry, Symbian and Windows Mobile regardless of operating system, carrier, network or location across virtual and cloud environments.

Highly Scalable
→ Matrix42's highly scalable architecture and solution is designed to support an unlimited number of devices and mobile data. Leveraging enterprise-class servers in state-of-the-art, highly secure data centers, Matrix42 scales quickly and efficiently as your mobility initiatives expand.

Secure Role-Based Access
→ Matrix42's flexible role-based access control provides secure console access using custom roles. A user's role can be tied to a specific device group (tier) and defines the capabilities available to that user. Matrix42 provides a detailed audit trail of users accessing the system and of events and actions taking place.

Mobile Email Gateway (MEG)
→ Matrix42's Mobile Email Gateway provides an added layer of visibility and control on top of the existing corporate email infrastructure to ensure every device interaction is secure and compliant. MEG's flexible rules engine defines the business logic for allowing or blocking connectivity using white lists, black lists and a hybrid of the two.

Intelligent Notifications
→ Matrix42's highly scalable architecture and solution is designed to support an unlimited number of devices and mobile data. Leveraging enterprise-class servers in state-of-the-art, highly secure data centers, Matrix42 scales quickly and efficiently as your mobility initiatives expand.

Mobile Device Management SDK (Software Developer Kit)
→ Matrix42 offers an SDK library of mobile device management features available for Integrated Software Vendors (ISV's) or companies to integrate into custom business applications.

Web-Based Console – Single Pane of Glass
→ Matrix42's web-based console is accessible over the web and optimized for PC or tablet browsers. Matrix42 leverages the latest HTML 5 standards to provide an intuitive user interface with customizable dashboards and views, advanced filters, searches and fast data processing through a single pane of glass.

Multi-Tenant Architecture
→ Matrix42's multi-tenant architecture allows for one instance of the software to support multiple organizations (tenants) or groups within a large organization. Each tier (tenant) provides an additional layer of security, configuration, customization and access control.

API Integration
→ Matrix42's seamless integration with key systems such as Directory Services, Exchange ActiveSync and Certificate Authority enables enterprises to leverage existing data to manage users and devices. Matrix42 offers its own APIs for additional integration of data across enterprise systems and processes.

Robust Reporting
→ Matrix42 generates actionable, results-oriented reports and provides automated distribution to IT-defined lists. Enterprises can choose from Matrix42's extensive library of reports or create custom reports based on specific data elements captured in the system.

Multi-Lingual Console
→ Matrix42 provides global enterprises with the ability to integrate multiple languages into one management console and gives console users the ability to select their preferred languages.

Mobile Telecom Management
→ Matrix42 enables companies to reduce wireless expenses through real-time monitoring of voice, SMS, data and roaming usage across your mobile devices.

Centralized Management

Matrix42 Mobile Workplace Management can be deployed, managed and maintained on-premise using dedicated hardware or virtualized environments. This delivery method provides the most control, flexibility, scalability and integration with enterprise systems.

Support and Services

With twenty years of experience in client systems management, Matrix42 offers the technical knowledge, industry experience and resources to ensure a successful implementation across any organization. Regardless of the deployment method or scale, implementing Matrix42 Mobile Workplace Management is a streamlined process due to the solution's advanced design and company's highly defined implementation methodology.