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**INTRODUCTION**

This Asurion mobile framework(AMF) / Protection application framework is an all-in-one protection application and companion web portal featuring Security, Recovery, Content Backup, and Diagnostic functions such as Health Scan, Battery Management, and customer support.

AMF will be available across all Android devices, and the web portal will be accessible through all major browsers including optimization for mobile browsers.

The overall product objective is to create a compelling “shrink wrap” Protection Application (PA) product which is vertically integrated with Device Protection (DP) and Premier Support (PS) in order to compliment a Mobile Protection (MP) offer.

In order to achieve these objectives the product will be constructed as a platform solution consisting of two key components:

1.

Customer experience interfaces(s) built by the Synechron (AMA) team: The primary customer experience interfaces or UIs will consist of web portal and companion mobile application(s).

2.

AMF Eligibility Platform built by enterprise middle-tier team: The EP is a customer relationship management system consisting of databases and rules engines which manage and track customers’ eligibility for AMF. The system will have 4 primary functions.

1. Enrollment File Processing: The system will process enrollment files from channel partners and grant access to AMF based on specific criteria.
2. ActivationCodes: In order to properly link customer enrollment records to accounts created on the Web or through a Mobile App, customers will receive activations codes from channel partner. The creation, security, and confirmation of activations codes will be managed as part of the EP.

Whitelisting: While external customers’ records will be managed via enrollment files, internal or specially designated customers will be “whitelisted” and granted complimentary access to Premium features. The EP will be capable of processing “whitelist” enrollment requests from internal Asurion systems and processes.

1. In App Purchase: Specific to Android, the ability to purchase a “standalone” subscription to “Premium” will be facilitated through Google Wallet’s in-app purchase mechanism. The EP solution will manage the backend customer records as necessary to integrate with Google Wallet and facilitate eligibility.

Problems/Limitations

Through Asurion’s relationships with leading carriers around the world, Asurion noticed that increasingly, wireless carriers and subscribers were demonstrating a growing demand for security i.e. to protect not only their phones, but also the valuable data and content on the phones. Asurion formed AMA to meet that demand.

Objective

Protection applications objective is to provide data management features such as backup and restore contact and content data; recovery options such as locate, lock, wipe, and alarm; security options such as antivirus, app assist, and malware detection; and mobile technical support services. AMA applications enhance mobile experience and satisfaction for subscribers, and provide value-added services for carriers, OEMs, and partners.

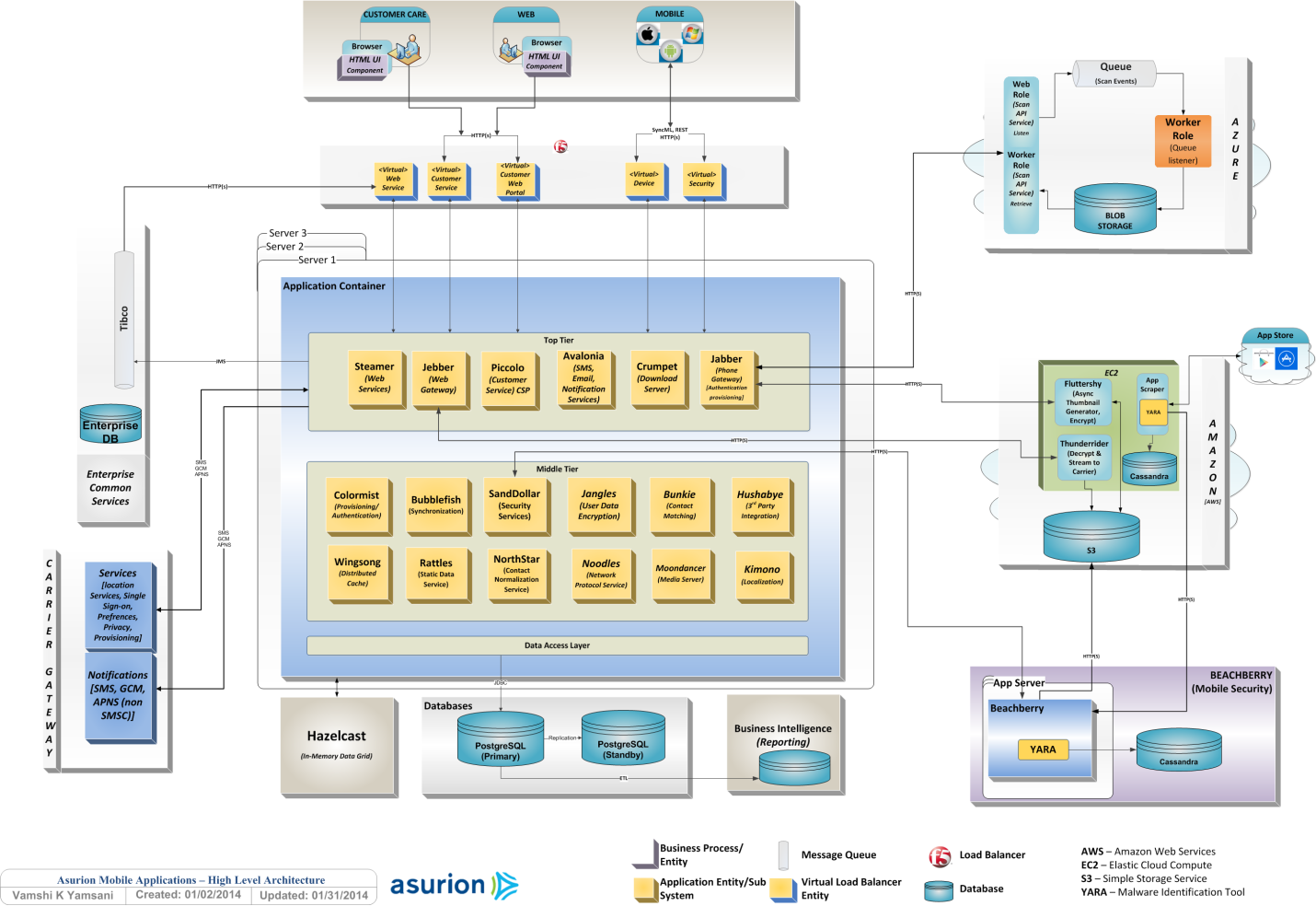
So while providing all these functionalities it should not be the case that the app UI will get so complex that it loses it shine(synm). User's data is the most sensitive and needs to be secured at any cost.

Solution

The solution came into existence in the form of a protection application framework which will incorporate a host of features including -

These functions together in tendem will provide a complete mobile solution and at the same time will be user centric.

**Architecture**

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Telemetery-

Customer Support-

The AMA Operations Production Support team is central to resolving issues and outages that impact customers and carriers.

Functionalties -

Backup/Restore

Locate/Sound/Lock/Wipe

AntiVirus/Safebrowsing

Remote Customer Support

Telemetery & Bigdata anaylsis

Live Chat and KIA(Knowledge based module)