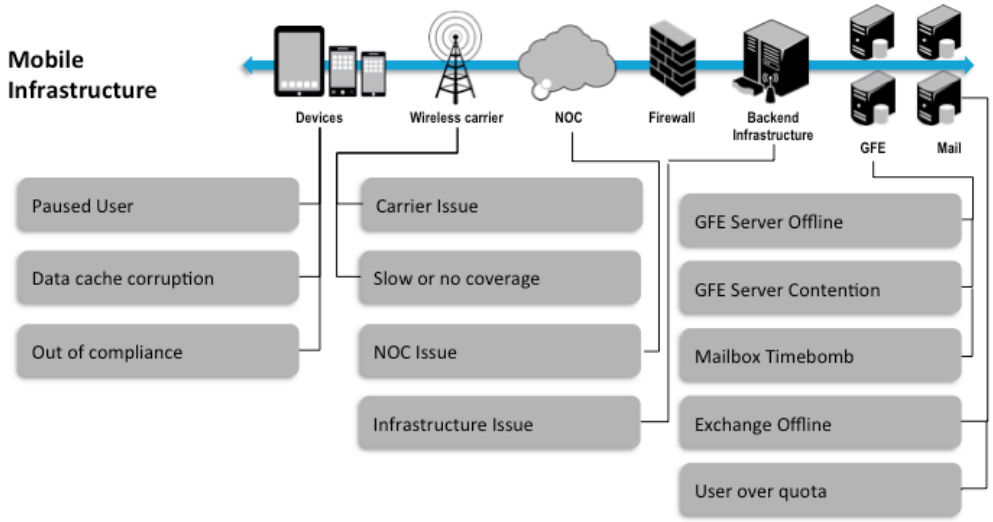
BOXTONE FOR GOOD

BoxTone®

"BoxTone and Good deliver the ideal combination or security and bulletproof reliability. No other combination could have enabled us to rapidly scale our deployment while ensuring both the security of our data and the reliability of our service."

-VP of Mobile Strategy, Major Financial Services Firm



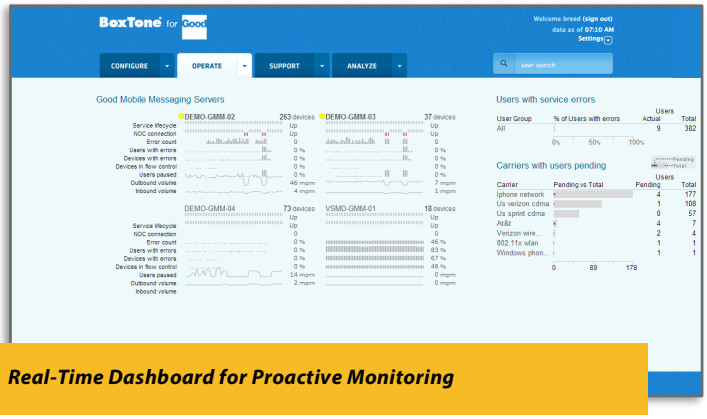
Common Sources of Outages and/or Service Desk Calls in Good Environments

Good Technology provides a secure mobile solution for collaboration and mobile apps. However, mobile environments are inherently complex, consisting of Good servers, other backend servers, infrastructure, firewalls, NOCs, carrier networks, devices and more. This inherent complexity leads to higher support costs, inefficient resource allocation and interruptions to the business. For this reason, BoxTone and Good have formed a strategic partnership to deliver the reliability and supportability needed for wide-scale, mission-critical Good environments.

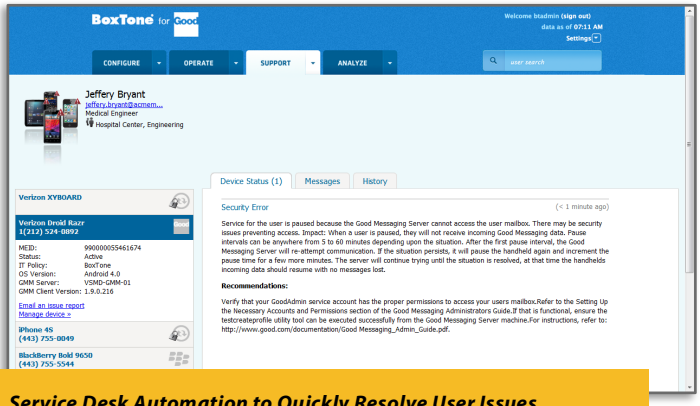
BoxTone for Good—part of the BoxTone Enterprise Mobility Management (EMM) platform—delivers proactive monitoring, alerting and troubleshooting that enables operations teams to quickly pinpoint issues before they cause service disruptions. At the same time, BoxTone for Good addresses the primary cost drivers of wide-scale mobile deployments. BoxTone Service Desk capabilities empower level-one service desk staff to resolve most issues, reduce escalations and drive down the costs of wide-scale mobile deployments. Finally, BoxTone for Good provides the deep visibility organizations need to get the most out of their mobile app investments. That's why 4 of the top 5 Global Banks, 4 of the top 5 US Federal Agencies and 42 of the Fortune 100 depend on BoxTone.

Enables Good Customers to:

- ✔ Reduce number of service-impacting incidents by 30%
- ✔ Reduce overall employee downtime by 60-70%
- ✔ Increase first-call resolution rate by 70%
- ✔ Reduce mean-time-to-resolution (MTTR) by 70%
- ✔ Decrease number of escalations from level-one service desk by 70%
- ✔ Automate configuration, support and management to control costs
- ✔ Measure ROI on app investments to improve business effectiveness



Real-Time Dashboard for Proactive Monitoring



Service Desk Automation to Quickly Resolve User Issues

Mobile App Analytics to Understand and Optimize App Spend

Automated Device and App Config

- Utilize existing AD groups to auto-provision, deploy, update and retire mobile devices, services and apps
- Get a 360° view of security and compliance status with auto-enforcement and comprehensive audit reports
- Automatically deploy your Good apps without manual operator intervention

Proactive Monitoring and Alerts

- Monitor end-to-end service quality and performance in real-time across entire environment
- Receive proactive alerts to identify trouble points and take corrective action before users call with issues
- Get more out of your existing investments through better performance on same infrastructure

Auto-Diagnose Support Issues

- Reduce your cost to serve by using automation rather than additional headcount in IT and support
- Auto-diagnose issues without searching through logs across multiple systems
- Fix common issues with a single click

Reduce Service Desk Escalations

- Provide first-line staff the power to instantly look up a user, their devices and apps and status of service
- Present real-time diagnostics with simple step-by-step expert knowledgebase of repair instructions
- Eliminate the finger-pointing common in complex environments

Improve the ROI of Your App Spend

- Analyze your app usage to determine how to allocate license spend and opportunities for cost savings
- Identify device, OS and platform adoption and trends to better allocate mobile development resources
- Compare apps to choose which is a better candidate for wider deployment

To learn more about BoxTone, visit:
www.BoxTone.com

About BoxTone

BoxTone is the innovator of automated Enterprise Mobility Management (EMM). With millions of mobile devices and apps under management, BoxTone's automated EMM platform is trusted by more of the world's leading enterprise, Managed Service Providers and government agencies than any other—including 41 of the Fortune® 100 and 8 of the Top MSPs—to ensure maximum mobile performance and security at the lowest cost and risk. Only BoxTone's single unified mobile management platform powered by patented real-time automation technology addresses the entire mobile lifecycle: mobile device management (MDM), app management (MAM), support management and operations management. And only BoxTone delivers real-time, centralized control of all mobile smartphones and tablets including iPhone and iPad, Google Android, BlackBerry and Windows Phone, as well as the enterprise apps that run on them.

BoxTone's unparallel EMM innovation has also been recognized by leading industry analysts, as the company has recently been positioned in the "Visionaries" Quadrant of Gartner's Magic Quadrant for Mobile Device Management (MDM) Software, named an "innovator" in the Forrester Research, Inc. Market Overview: *On-Premises MDM Solutions* and named to the Winner category in Yankee Group's *MDM is Dead. Long Live EMM!* Learn more at www.boxtone.com, or call +1 410.910.3344.

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