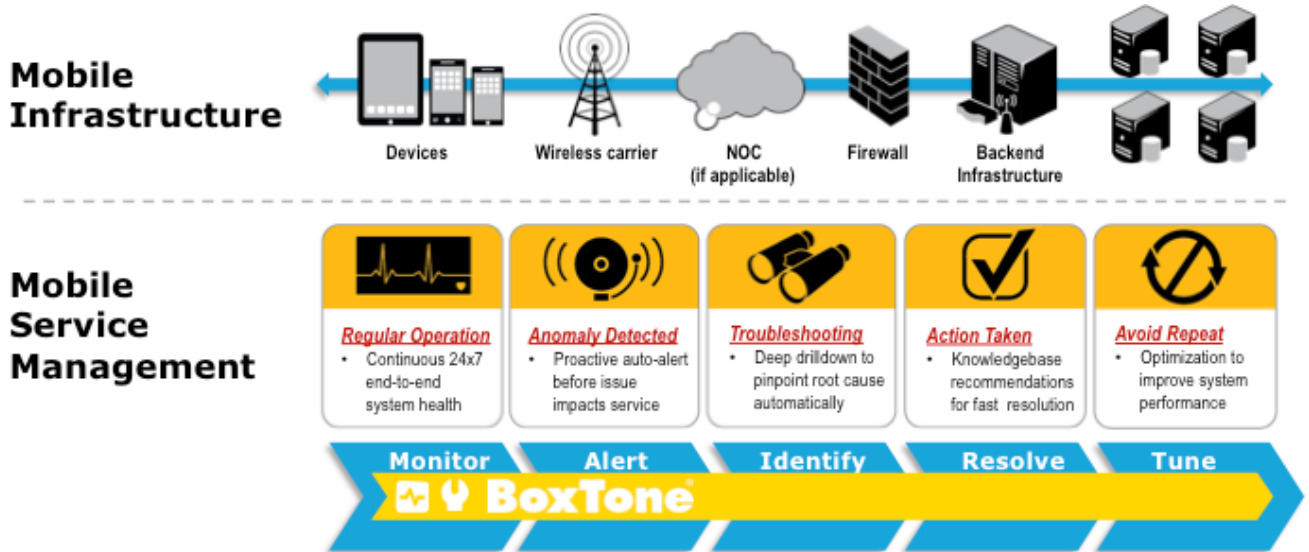# BoxTone®

"We know we can address security. What really scares us is managing and supporting a wide-scale deployment of mobile services."

-SVP of IT at Major Financial Institution

Mobile Infrastructure

Devices | Wireless carrier | NOC (if applicable) | Firewall | Backend Infrastructure

Mobile Service Management

Regular Operation
- Continuous 24x7 end-to-end system health

Anomaly Detected
- Proactive auto-alert before issue impacts service

Troubleshooting
- Deep drilldown to pinpoint root cause automatically

Action Taken
- Knowledgebase recommendations for fast resolution

Avoid Repeat
- Optimization to improve system performance

Monitor | Alert | Identify | Resolve | Tune
BoxTone®

As mobility grows more pervasive, it immediately becomes a mission-critical platform. However, traditional mobile management point products fail to treat mobility as a tier-one platform—resulting in complexity, outages and cost overruns. BoxTone Mobile Service Management—part of the complete BoxTone Enterprise Mobility Management (EMM) platform—delivers the reliability and supportability needed for wide-scale, mission-critical environments.

BoxTone's proactive monitoring, alerting and troubleshooting enable operations teams to quickly pinpoint issues before they cause service disruptions across multiple mobile services such as Good, BlackBerry and Microsoft Exchange ActiveSync (EAS) environments. With BoxTone, organizations that run on mobility can ensure that reliable mobile services are always there when they need it.

At the same time, BoxTone 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. 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 Organizations to:

✔ Ensure the reliability of mission-critical mobile deployments

✔ Provide real-time visibility and control across their mobile deployment

✔ Prevent mobile downtime and ensure best service quality

✔ Resolve issues before end-users call with monitoring and proactive alerting

✔ Rapidly identify incident scope of impact, root cause and resolution

✔ Enable first-level support to quickly fix problems without escalation

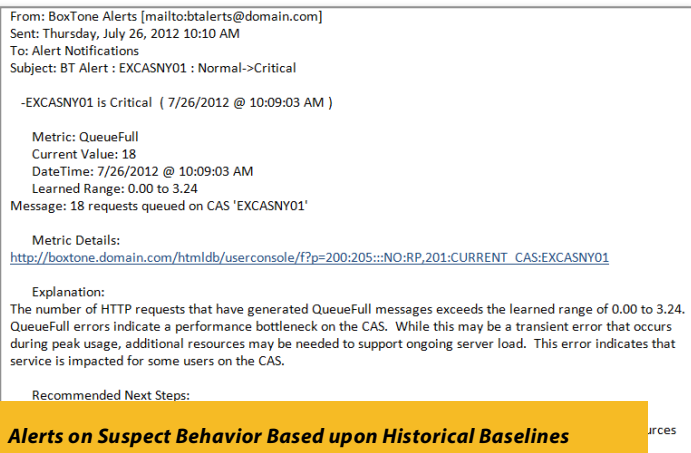✔ Reduce cost-to-serve and limit support costs as deployment grows
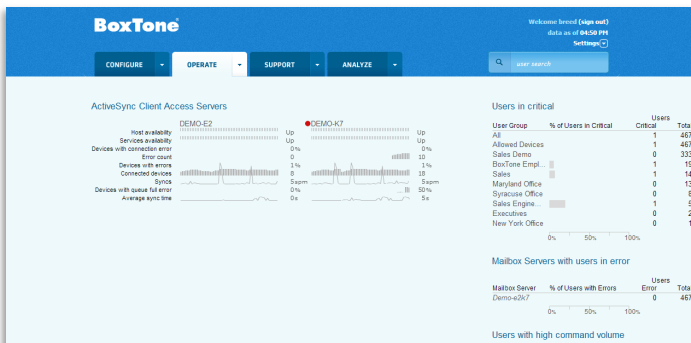
Real-Time Dashboard for Proactive Monitoring

Alerts on Suspect Behavior Based upon Historical Baselines

Service Desk Automation to Quickly Resolve User Issues

Proactive Monitoring and Alerts

▶ Monitor end-to-end service quality and performance in real-time across entire environment

▶ Receive proactive alerts based on deviations from normal behavior to prevent issues before they happen

▶ Centrally manage all your mobile services: Good, BlackBerry, EAS and others

Tune for Optimal Performance

▶ Identify trouble points and take corrective action before issues arise

▶ Know when you need to adjust configuration or capacity to support growth

▶ Get more out of your existing investments through better performance on same infrastructure
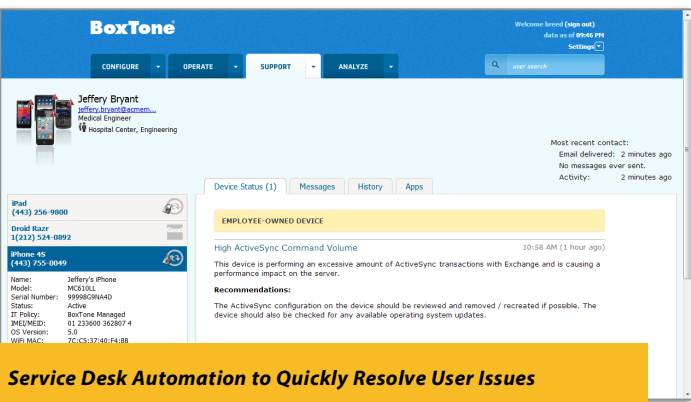
Auto-Diagnose Support Issues

▶ Reduce your cost-to-serve by using automation rather than additional headcount

▶ Auto-diagnose issues without searching through logs across multiple systems

▶ Fix common issues with a single click

Reduce Support Escalations

▶ Provide frontline 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

▶ Deliver intuitive problem-solving capabilities to staff

Reduce Mean-Time-to-Resolution (MTTR)

▶ Eliminate the finger-pointing common in complex environments

▶ Provide an embedded knowledge base to your support staff

▶ Quickly identify problems and get users back to work

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.