Enterprise Smartphone and Mobile Device Management™

AirWatch Simplifies Enterprise Mobility™

Advanced mobile devices and applications are critical to an organization’s success. Managing the current mobile technology used by employees and ensuring the success of future deployments can be challenging. Enterprises need a comprehensive smartphone and mobile device management solution that encompasses deployment, security, monitoring, management and support. AirWatch™ provides the technology to simplify these processes across multiple device types and mobile operating systems in a single console.
The Five Phases of Managing Smartphones and Mobile Devices

**Deploy**
- 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

**Secure**
- 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**
- 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**
- 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**
- 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 We’re Different

Cross-platform solution
AirWatch is the industry’s most comprehensive solution for the enterprise. With AirWatch, IT administrators can centrally deploy, secure, monitor, manage and support corporate and employee-liable mobile devices across all major operating systems.

Highly scalable
AirWatch’s highly scalable 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, AirWatch scales quickly and efficiently as your mobility initiatives expand.

Secure role-based access
AirWatch allows organizations to 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. AirWatch provides a detailed audit trail of users accessing the system and of events and actions taking place.

Secure Email Gateway
AirWatch's Secure 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. The 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
AirWatch notifies IT departments when a pre-defined incident occurs via email, text or dashboard message. To minimize impact on IT operations, AirWatch can be configured with business rules to proactively respond to specific incidents affecting security or compliance.

Mobile device management SDK
AirWatch has developed an SDK library of mobile device management features available for companies to integrate into custom business applications.

Web-based console
The AirWatch console is accessible over the web and optimized for PC or tablet browsers. AirWatch leverages the latest HTML 5 standards to provide an intuitive user interface with customizable dashboards and views, advanced filters, searches and fast data processing.

Multi-tenant architecture
AirWatch’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.

Enterprise app catalog
AirWatch enables IT administrators to centrally deploy, manage and secure internal and public apps via a custom app catalog. Only compliant users can view, download and update internal apps as well as access required, recommended and blacklisted public apps in iTunes.

API integration
AirWatch’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. AirWatch offers its own APIs for additional integration of data across enterprise systems and processes.

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

Multi-lingual console
AirWatch provides global enterprises with a multi-lingual solution where the preferred language can be defined at the console user level.
Flexible Delivery

On-premise
AirWatch 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.

Appliance
The AirWatch appliance includes all the software licenses and hardware components needed for a turnkey enterprise deployment. The appliance is quick to install, easy to maintain and provides the benefits of an on-premise deployment.

Software as a Service (SaaS)
AirWatch is available in both a shared hosted or dedicated hosted environment for enterprises deploying SaaS. AirWatch leverages multiple redundant data centers, best-in-class hardware, high availability and an Atlanta-based network operations center to support its SaaS customers.

Support and Services

Implementation Services
AirWatch offers the technical knowledge, industry experience and resources to ensure a successful implementation across any organization. Regardless of the deployment method or scale, implementing AirWatch is a streamlined process due to the solution’s elegant design and the company’s highly defined implementation methodology.

Technical Support
AirWatch provides technical support for all customers from its corporate headquarters in Atlanta, Georgia. Depending on the level selected, customers have access to the following services: online support portal, standard, extended or 24/7/365 support, fast response times, dedicated support contacts, online, remote and on-site upgrade support.

Professional Services
AirWatch offers a full array of professional services to support enterprises with requirements that go beyond implementation services and technical support. AirWatch technical experts are prepared to help you assess technology needs, provide on-site training, mobility best practices, integration services and ultimately maximize the ROI of your solution. Organizations using AirWatch services benefit from the company’s deep domain expertise and experience in building, implementing and scaling enterprise software solutions.