

Top 10 MDM Features Your Organization Needs

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WELCOME

There are many benefits of implementing a Mobile Device Management (MDM) solution to manage your devices, but what's most critical is the partner you choose to trust.

Most customers find it's important to select a partner that understands their MDM needs, deploys secure devices, works to reduce operational costs, and values enhancing the customer experience. In today's technological environment, it's critical for MDM partners to deliver a SaaS platform that is specifically designed to simplify the deployment and management of single-purpose, multi-user solutions.

In this white paper, we provide a rundown of the top 10 MDM features your organization needs from a partner you can count on to go the distance.



FEATURE 1

Manage All Devices in One Platform

Managing large fleets of devices in different platforms can cause headaches for your IT and operations teams.

Having one, easy to use platform that can manage all your mobile devices ensures simplified device management.

Essentially, it provides your organization with a single pane of glass for front of house operations and back of house development and building.



FEATURE 2

Fleet Management



Quickly and easily manage your devices at scale, simplifying deployment, application management, and Profile management.

No fleet should be too small or large to handle.

Profile or software settings, app lock, Wi-Fi configuration, remote control, and more should be easily managed for your entire fleet with a click of a button.

FEATURE 3

Sequence Scheduling

Ensure a seamless experience and minimal device downtime with action sequence scheduling.

App, profile, or even system-level updates and more can be scheduled for times when devices will be inactive.

Action sequence windows and expirations can be customized as well to prevent updates from occurring during peak device interaction times.



FEATURE 4

Remote Control



Having full remote-control functionality of your devices is critical.

This feature allows you to see the screen of your device as if you were physically standing in front of it. You can also use your computer's mouse and keyboard to interact remotely with your devices.

Find an MDM partner that also has the capability to remote into your device fleet to troubleshoot support issues and make updates from any location.

FEATURE 5

Industry Leading Customer Support

Search for an MDM provider that is obsessed with customer success!

An industry leading support team should be available on numerous channels, such as phone, email, website chat and a robust knowledge base, to ensure you receive the best service for your team.

No one wants to wait days or even weeks for help to arrive. Instead, look for a support team that responds to your requests quickly and is knowledgeable, providing you answers with little delay.



FEATURE 6

Customizable Launcher & Kiosk Application

ITEMS TO LOCK DOWN FOR
MAXIMUM CONTROL



WEB-BASED CONTENT



CACHE & COOKIES



ALLOWED DOMAINS



CUSTOM BRANDING

An MDM provider that offers Kiosk and Launcher applications enables you to lock down users' devices to web-based content, control cache and cookies, allowed domains, and even custom branding.

These settings enable you to expose or hide applications, control branding of applications and backgrounds, and create a unique desktop and mobile experience for your users.

FEATURE 7

True Kiosk Mode or Application Lockdown

The ability to lock your devices down to a single application or a subset of applications is critical to control the customer experience.

With device lockdown, you can select an application or multiple applications that you would like to lock access to on your device and only show users those application(s).

These profiles can quickly and easily be applied to your devices, and your end-users will have no way of bypassing these app lock profiles. This allows the utmost security and device control wherever your devices are located.



FEATURE 8

Custom Alerts & Monitoring

Work with an MDM provider that allows you to create custom alerts based on events or custom data.

There are hundreds of data points you can use to create alerts. Some common alerts are for organizations to be notified if their devices are experiencing connectivity issues, if they have a low battery on the device, or if an application crashes.

Alerts can be selected to notify you via text message, email, or notification URLs—like a help desk tool. Ensure alerts are selected by your team during the setup process and can be easily adjusted throughout the partnership.



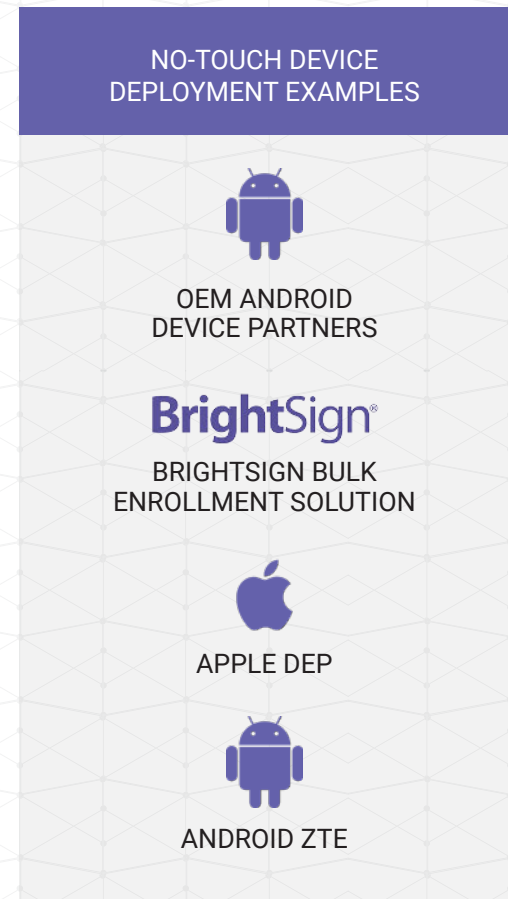
FEATURE 9

No-Touch Deployments

Enable your team to quickly provision your devices with no touch or minimal touch.

OEM Android device partners, BrightSign Bulk enrollment solution, Apple's DEP, or Android ZTE are some examples of organizations you can leverage to get your devices into the field right away with little to no touch points involved.

Reduce deployment time, cost, and human error with pre-configured WIFI profiles, app lock, security settings and more.



FEATURE 10

Customer SDK & API Integrations



Work with an MDM partner that offers a custom SDK that can be added to your in-house applications. Change your app settings, create templates, push custom data, enable custom app alerts, and more.

By using APIs, you can push vital device information to any endpoint. APIs can be built to perform actions to your deployed devices at any time.

WHY CHOOSE MOKI AS YOUR MDM PROVIDER

Whether you have an active project today, are evaluating multiple MDM providers, or are interested in learning more about how iOS, Android and BrightSign can help solve your business' complex needs, Moki can help.

Our MDM solution incorporates all 10 of these must-have features so your organization can get the most out of your device fleet. Our customers manage hundreds of thousands of devices across the entire world. Moki's world-class support is here to help you every step of the way and to ensure you have a fantastic experience.

We would love the opportunity to see if Moki can help you solve some of your business' needs. Contact us to learn how we can take your MDM solution to the next level.

moki.com // (844) 665-4669 // hello@moki.com



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