Mobility Services Platform 3

Centralized management for mobile devices

With MSP 3, your IT department can automatically stage mobile devices, update the software resident on deployed devices and easily troubleshoot user problems, regardless of where in the world the devices are located — right from your network operations center.

Reduce the cost of mobility with centralized control of enterprise mobile devices

Extending business applications and data to mobile devices delivers a significant increase in employee productivity — but managing those devices is often time consuming and costly. Mobility Services Platform (MSP) 3 gives you the power to automate and troubleshoot the staging and provisioning of your mobile devices from virtually any location. Whether you have hundreds of devices in a local site or tens of thousands of mobile computers around the world, this scalable and extensible management solution will get users up and running right out of the box, ensure that devices are always loaded with the most current software — from applications to operating system — and enable rapid troubleshooting of issues to help users stay up, running and productive. The overall cost of your enterprise mobility solution is significantly reduced through the dramatic reduction of hours required for initial staging and ongoing provisioning of mobile devices. Errors are significantly reduced due to the elimination of error-prone manual procedures. The productivity gains that mobility affords are not eroded by an increased demand on an already over-tasked IT staff. And your IT personnel are freed to focus on other strategic technology initiatives.

Standardized platform
Reduces risk by providing reliable and secure services on well-known technologies

Scales with your business
Supports up to 60,000 mobile devices and 2,000 sites, ensuring your mobility management platform can grow to meet increasing capacity requirements

Support for plug-ins
Enables expansion of services and customization of partner-specific applications or hardware

Upgrade path for existing MSP 2.X customers
Built onto and 100 percent backward compatible with proven Motorola AirBEAM technology

Flexible deployment
MSP can be deployed in your central Network Operation Center (NOC) for web-based staging and provisioning — or on a laptop for on-site staging and provisioning for locations without network access or a broadband connection

Single central point of control
Reduces overall time and skill requirements to deploy new mobile devices

Broad mobile device support
Simplifies management of mobile devices

Full lifecycle support
Comprehensive services to help you get — and keep — your staging solution up and running at peak performance

STAGING FEATURES

Flexible, secure staging methods
Enables rapid and easy staging via bar code scanning, cradle or a pre-defined staging network

Get maximum scalability and extensibility with a modular architecture

MSP 3 has been redesigned from the ground up to meet the flexibility required in today's largest enterprise mobility solutions. Easily scale to meet growing capacity needs with support for up to 60,000 mobile devices and 2,000 remote sites. And functionality is easily expanded to meet new and changing device management requirements through support for plug-ins — either from partners or from your own development team. Plug-ins enable the easy customization of MSP 3, providing pinpoint control over the many aspects that are specific to your mobile devices — including applications, accessories and connectivity.

Simplify end-user communications with customizable directional messages

MSP 3 provides a unique capability — the easy creation and delivery of customized messages. The ability to instantly and easily communicate with users ensures that, regardless of where in the world your users may be located, they understand what is required and can take the right action at the right time. Whether a user needs to charge a battery to complete the staging process or dock the device in the cradle to assist in troubleshooting, the ability to send clear instructions in the user's native language ensures smooth and efficient completion of whatever operation is in progress — staging, provisioning or troubleshooting — keeping both your IT staff and your employees productive.

Achieve significant cost savings with advanced out-of-box staging

Staging of devices for initial use traditionally requires hands-on loading of operating systems and applications as well as configuration of device settings. MSP 3 offers advanced staging capabilities that provide a true out-of-the-box experience for users through the ability to configure network and device settings as well as load all initial applications — simply, easily, securely and remotely. Automated template-based configurations can be issued from a single point of control, enabling tens of thousands of mobile devices around the world to be staged in minutes rather than months — freeing up hundreds of hours previously spent on manual, error-prone efforts. Support for multiple device staging methods ensures one step simplicity for users, who can complete the staging by scanning a series of bar codes, performing an ActiveSync, docking the device in a cradle connected to a PC or computer network, or simply connecting to a pre-defined staging network. And MSP provides the extraordinary flexibility to execute staging wherever required or where it will best benefit your organization — from a centralized Network Operations Center (NOC) where MSP is installed or on an on-demand stand-alone staging server that can be used on a laptop for offices that do not have a broadband connection or network access.

Dramatically reduce the cost of managing software updates and device settings

Now that your mobile devices are up and running and moving with your workers throughout the day, the next challenge is keeping those devices updated. MSP 3 brings a new level of automation to on-going provisioning, enabling your IT staff to keep applications, device settings, operating systems and firmware on all mobile devices up to date — with minimal effort. Policy-based provisioning and over-the-air update capabilities deliver unprecedented efficiency for this traditionally time-laden and costly activity. Now, ensuring compliance is as simple as setting a policy that defines when devices should verify configuration with MSP — for example, when powered on or at a set time each day. At the pre-defined time, a mobile device identifies itself to MSP 3. MSP 3 then identifies the right policy for that device, and any required updates to software or settings are immediately executed. And this feature-rich function enables the division of groups as needed — for example, by device type, operating system, geographic region or employee type — providing the granular management capabilities needed to achieve maximum efficiency in the provisioning function.

Enable remote troubleshooting with Remote Control

In the event a user experiences an issue on a device following an update of applications or configuration, Remote Control allows easy troubleshooting,

regardless of where the user is located. With MSP 3, your IT staff has the tools required to remotely identify and resolve provision-related device issues. A window into a specific device enables IT staff to see a wide range of device statistics — from what is loaded on the device to memory, storage status and device settings. And one-to-one device communications include the ability to place a file on the device, take control of the device while the user watches, monitor statistics in real time, send messages to the user in real time and more.

Protect company data with Device Lockdown

The potential cost of a lost device reaches well beyond the cost to replace the device — the cost of compromised company information can be staggering. With MSP 3, you can easily and remotely lock and unlock mobile devices. The ability to lock the device disables the user interface, preventing unauthorized device access and protecting onboard data as well as preventing access to company servers via the mobile applications resident on the device. And in the event a misplaced device is found, the ability to remotely unlock devices enables the mobile computer to be returned to service immediately.

A solid investment for today and tomorrow

Through years of experience as an industry leader, Motorola understands that cost-effective and efficient deployment and ongoing management of mobile devices is critical to achieving success in enterprise mobility solutions. Motorola designed MSP 3 to help enterprises everywhere maximize the benefits of their mobility solutions. Anywhere anytime automated and error-proof staging and provisioning dramatically reduces the time and expense typically associated with mobile device management, delivering a productivity increase that provides a nearly instant return on this valuable investment. And the adaptable and flexible solution offers the extensibility and scalability needed to deliver superior investment protection, ensuring that the mobility management solution you invest in today can continue to meet your needs tomorrow.

Template-based staging and policy-based provisioning
Automates typically manual processes for significant productivity increase

Customizable user messages
Ensures successful staging by directing the end-user through any required steps in their native language

PROVISION FEATURES

Powerful software scheduling provisioning model
Automatically keeps all mobile devices compliant with the right software versions and device configurations

Remote control of mobile devices
Provides a remote 'inside view' of device metrics as well as the ability to remotely control the device for rapid troubleshooting and resolution of device issues

Remote lockdown of mobile devices
Prevents unauthorized access to company data in the event a device is lost or misplaced

Staging Profiles
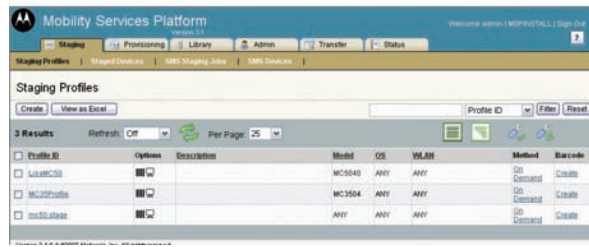
Rich staging functionality allows IT personnel to develop a library of staging profiles to meet your specific enterprise requirements — for example, by device type, operating system, geographic region. The result is a near complete automation of the staging process for devices located anywhere in the world — no hands on required.

Staging Bundle
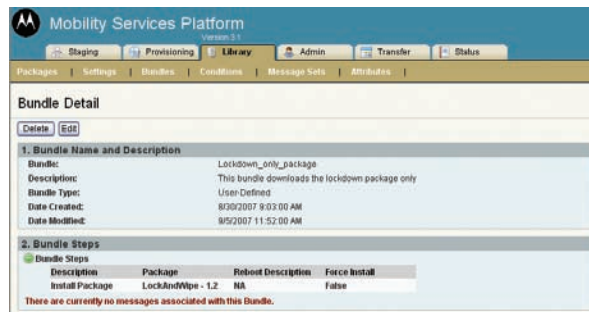
With MSP, IT personnel simply bundle all the software and steps required to stage a device, complete with customized messages in the user's native language. This unique capability ensures that, regardless of where in the world your users may be located, they understand what is required — for example, charging the battery or docking the device in a cradle — and can take the right action at the right time.

Motorola — your true end-to-end enterprise mobility provider

To help you achieve the highest levels of functionality and support for your mobility solution, Motorola offers a full suite of Enterprise Mobility Services that span the entire solution lifecycle — from initial planning, assessment, design and deployment through to ongoing training and support.

- Motorola's Mobility Services Platform Advanced Services help to minimize potential integration issues and reduce implementation time.

- Tiered MSP commissioning services incorporate server configuration, training, testing and a rapid deployment process into a single streamlined program, so you simply select the level that best meets your requirements.

- Seamless integration with Motorola's Customer Services helps ensure that all elements of the solution work at peak performance levels.

- Mobility Services Platform Software Support helps you keep this critical business application fully maintained and up to date with all the latest features and functionality.

Backed by proven processes and the technology and industry expertise, you can count on Motorola Enterprise Mobility Services to deliver true end-to-end lifecycle support for your mobility solution.

For more information on how MSP 3 can simplify the management of your enterprise mobility solution, please visit us on the web at www.symbol.com/products/software/msp.html, or access our global contact directory at www.symbol.com/contact

MSP 3 Specification Highlights

Performance Characteristics	
Max. mobile units:	60,000
Max. remote sites:	2,000
Recommended Hardware Configuration	
Processor:	3 GHz processor
Memory:	1 GB
Hard drive:	40 GB
Supported operating systems:	Windows Server 2003 Standard Edition with SP1 or above Windows Server 2003 Enterprise Edition with SP1 or above Windows Server 2003 Web Edition with SP1 or above Windows XP Professional with SP2
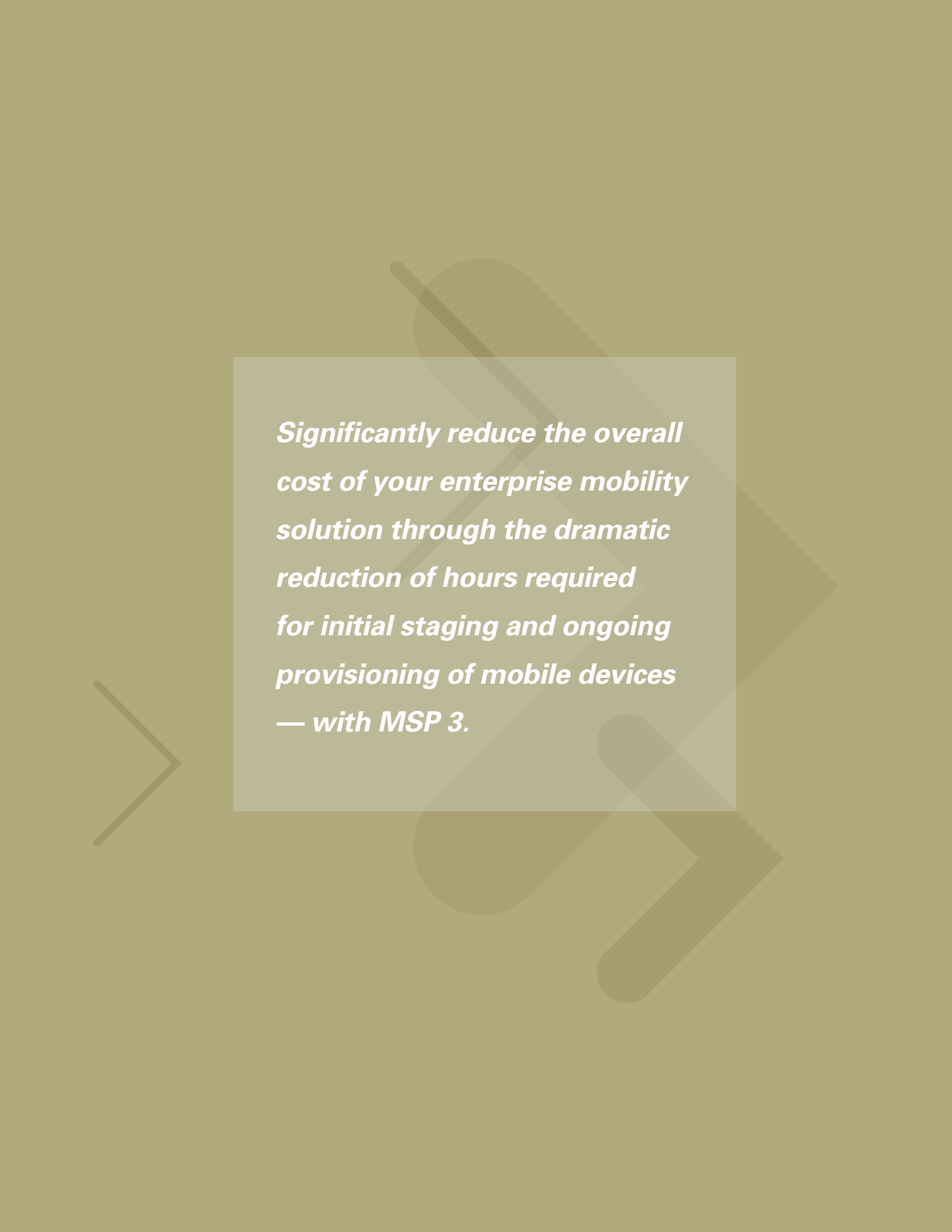
Significantly reduce the overall cost of your enterprise mobility solution through the dramatic reduction of hours required for initial staging and ongoing provisioning of mobile devices — with MSP 3.

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