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Introduction

Since the preliminary Midrange Array Buyer’s Guide in 2010, DCIG has been diligent in its efforts to continue to provide accurate and applicable Buyer’s Guides for organizations such as yours. One of the newest Guides added to our portfolio is the DCIG 2014 Mobile Data Management (MDM) Buyer’s Guide.

DCIG has seen many trends. Such movements in the market usher in change for connected industries. One of those tidal waves of transformation is the Bring Your Own Device (BYOD) movement. Many businesses have recently taken to the BYOD trend to grant their workers mobile access to company networks. As mobile devices enter the workforce, organizations are forced to adapt or be left in the dust.

Mobile Data Management Works For You

All organizations hope for higher output and the BYOD trend seems to be providing just that. Statistics note that almost one in five small businesses in the U.S., Canada and Australia have seen at least a 30 percent gain in productivity as a result of their BYOD implementations. However, whereas larger enterprises are able to offer solutions to mobile data management on-premise, scalability can sometimes prevent SMBs from being able to implement the necessary data supervision themselves. In that regard, small to mid-sized business (SMB) may chose other options.

Due to this and other more perplexing questions a new technological need has emerged. MDM providers have risen and are aptly prepared to provide an off-site, yet hands on and personal solution for organizations which desire to enforce a governing policy on personal devices being brought to work; primarily to SMBs. In recognition of the growing need in the area of mobile data management DCIG has issued its first DCIG 2014 Mobile Data Management Buyer’s Guide. This Guide focuses on MDM features that are necessary to effectively manage an enterprise’s mobile environment while easily complying with corporate policies and standards. Examples of MDM providers covered in this Buyer’s Guide include: Sophos, Symantec, MobileIron and Tangoe.

The DCIG 2014 Mobile Data Management Buyer’s Guide will give businesses an understanding of:

- The MDM provider’s flexibility to areas such as architecture diversity
- How providers approach security and compliance features
- The provider’s ability in regards to administrative features and support issues
- How the MDM vendor is able to meet the needs and demands of a robust MDM implementation

Introduction

First of its Kind

Like all prior DCIG Buyer’s Guide, this DCIG 2014 Mobile Data Management Buyer’s Guide continues to help any company looking to quickly understand what features MDM providers provide without having to do a lot of in-depth research which is very hard to do by traditional means. This guide will give system and network administrators, senior IT leaders, and security and compliance officers a “one-stop shop” to see where a MDM vendor stands on different and important features.

This first-ever comprehensive report weights, scores and ranks 26 mobile data management companies. Management, Operating Environment, User Experience, Security and Compliance, and Security are the main areas evaluated and are given a classification of “Basic”, “Good”, “Excellent”, “Recommended”, and “Best-in-Class”. The report offers all the information an organization should need to make a highly informed decision on what mobile device management vendor is the right fit for their organization.

Note that this Buyer’s Guide is not intended to be a substitute for bringing individual MDM solutions in-house and testing them with specific applications. That function should still be done, if possible, since every MDM solution will perform differently under different real-world application workloads.

We believe you will find this Buyer’s Guide meets this intended purpose in your environment.
Recent statistics surrounding Mobile Data Management (MDM) along with the bring your own device (BYOD) movement are astounding. Consider these facts:

- **Sixty-one percent** of small to mid-sized businesses (SMBs) have adopted a BYOD policy or initiative for employee-owned smartphones, tablets, or computers\(^1\)
- In 2011, worldwide mobile enterprise management software revenue totaled $444.6 million. This number is expected to grow at a compound annual growth rate (CAGR) of 31.8% over the forecast period, resulting in total Mobile Enterprise Management (MEM) software revenue of **$1.8 billion by 2016**\(^2\)
- In 2010-2011 companies such as MobileIron, AirWatch, Good Technology, Fiberlink, and Zenprise each realized **triple-digit growth**\(^3\)

### An Age of Solutions

One could say, *“It all began with the Blackberry”*. The advent of this multi-functioning mobile device gave corporate America a whole new set of possibilities in the workplace. Employers and employees alike realized the potential for growth and recognizable positive production with the use of devices that went wherever they did. Few considered any security risks or dealt with corporate policy compliance issues due to the ability to control the entire device issued by the company.

However, the market continued to develop. Competitive counterparts entered the scene. Apple’s iPhone and iPad emerged, then the Android platform, all of which forced organizations to maneuver past a corporate-liable policy and accept a BYOD strategy.

Though the concept of allowing private mobile devices at work may not be entirely new, how organizations have decided to deal with the onslaught of usage is. Instead of managing the entire personal device, organizations simply want to control the trail of sensitive information.

In exchange for corporate issued devices, organizations began to look into geo-fencing as a means to control data. Other state-of-the-art solutions were needed to alleviate the risk of data leakage and augment security around the information going to and from the devices on the company network. Therefore, management of devices needed to be flexible. Solutions needed to be open to work with either on-premise infrastructure, the cloud, or a hybrid approach delivery model.

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3. Ibid.
The Cloud
Research has found that the mobility of the BYOD could be a way to maintain company efficiency during the usually slower summer months. Despite this fact, even with the use of BYODs on the upswing, twenty-six percent of businesses have yet to set up comprehensive MDM strategies alongside their BYOD plans.\(^4\)

Hence, a solution for data management evolved along with DCIG’s interest in this growing area of the market. Our research shows that the ideal business for an MDM solution is the small to midsize business (SMB). For such organizations, the use of the cloud or a hybrid model for data storage is most cost-effective. As cloud adoption continues to gain acceptance so does the concern with administrative and security features available for differing mobile operating systems.

DCIG understands these needs and has risen to the unique challenge of providing you and your organization with a comprehensive list of MDM providers and their competing features. Our goal is to assist you in this all-important buying decision while removing much of the mystery around how MDM providers are configured and the stress in selecting which ones are suitable for which purposes.

A high score for a MDM vendor means that it had the most complete feature set around the key areas of focus for this Buyer’s Guide: Management, Operating Environment, User Experience, Security and Compliance, and Support.

Easy, Comprehensive and Objective
This DCIG 2014 Mobile Data Management Buyer’s Guide accomplishes the following:

- Provides an objective, third party evaluation of mobile data management providers that scores their features from an end user’s viewpoint
- Includes recommendations on how to best use this Buyer’s Guide
- Scores and ranks the features on each mobile data management vendor based upon the criteria that matter most to end users so they can quickly know which MDM solution is the most appropriate for them to use and under what conditions
- Provides 26 data sheets from 26 different MDM providers so end users can do quick comparisons of the features that are supported and not supported.
- Provides insight into which features on a MDM solution will result in improved performance
- Provides insight into what features MDM providers offer to optimize their BYOD integration
- Gives any organization the ability to request competitive bids from different providers of MDM solutions that are one-to-one comparisons

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5. Ibid.
How to Use the 2014 Mobile Data Management Buyer’s Guide

This DCIG 2014 Mobile Data Management Buyer’s Guide is intended to aid in the efforts of an organization’s search for a suitable solution to managing their secure data on mobile devices. Whether the data is stored in the cloud or in a hybrid setting, it is important to note that this Buyer’s Guide is intended to help users in their purchase of a MDM solution NOT to tell users exactly which MDM solution to purchase. Think of this Buyer’s Guide rather as an assistant who compiled a list of competitive MDM solutions and comparable features suited to your organization’s specific needs.

The “Best-in-Class”, “Recommended”, “Excellent”, “Good” and “Basic” rankings included in this Buyer’s Guide are a measure of how much functionality and capability each solution has relative to the overall landscape—not whether the solution is the most appropriate fit for any particular organization.

Rather, this Buyer’s Guide does give organizations some sense of how each mobile data management solution compares to other solutions of its classification as well as offer additional insight into what service and feature offerings are available.

Organizations should, therefore, use this Buyer’s Guide as a handbook to understand:

- Who provides mobile data management solutions
- What mobile data management solutions are available
- What features, functions and services are available through each MDM solution

This Buyer’s Guide also provides comments & thoughts on each MDM solution that has been weighted, scored and ranked; observations & recommendations on those rankings; numerous data sheets on each MDM solution; a glossary of terms; and provider contact information should you wish to reach out to them.

It is recommended that you and your management team use this DCIG 2014 Mobile Data Management Buyer’s Guide as a guide to understand:

1. **Accelerate the process of assessing available MDM solutions.** Organizations such as yours can bypass the need to compile your own list of mobile data management companies along with the features, functions and services each company offers.

2. **Augment your ability to evaluate MDM solutions.** DCIG has already ranked each MDM solution/company as “Best-in-Class,” “Recommended,” “Excellent,” “Good” and “Basic” on each solution’s respective data sheet. This immediately provides organizations such as yours with a third party resource to help substantiate your own findings and recommendations.

3. **This Buyer’s Guide normalizes complex mobile data management terminology.** Every computing industry has a proclivity to adopt acronyms and jargon that is specific to it. The mobile data management industry is no different as it also tends to use unfamiliar terms and sometimes even refers to the same technology in different ways which complicates any technology evaluation. The Appendix of this Buyer’s Guide explains the jargon specific to mobile data management solutions in order to enhance the quality and productivity of the discussions around the technology.

4. **Provides a concise summary of each MDM solution for ease of reporting and sharing.** Each organization has professionals in various departments within their infrastructure. Even technology-based organizations inevitably have to report back to the business side and when that occurs—nothing rings truer than numbers. So to help in this endeavor, each product is scored and ranked so conversations regarding mobile data management can more quickly shift to a focus on which technology to buy and how the purchase of this solution will help the bottom line.

Disclosures

Over the last few years the general trend in the US has been for both large and boutique analyst firms to receive some or all of their revenue from mobile data management (MDM) providers. DCIG is no different in this respect as it also receives payment for the different services it performs for MDM providers. The services that DCIG provides include blogging, case studies, product reviews, executive white papers, full length white papers and Special Reports.

So in the interest of being fully transparent, a number of the MDM providers included in this DCIG 2014 Mobile Data Management Buyer’s Guide are or have been DCIG clients.
This is not to imply that they were given preferential treatment in the Buyer’s Guide. All it meant was that DCIG had more knowledge of their MDM solution(s) and that DCIG would consider their solution for inclusion in this Buyer’s Guide.

In that vein, there are a number of important facts to keep in mind when considering the information contained in this DCIG 2014 Mobile Data Management Buyer’s Guide and its merit.

- No MDM provider paid DCIG any fee to develop this Buyer’s Guide
- DCIG did not guarantee any MDM provider that its solution would be included in this Buyer’s Guide
- DCIG did not imply or guarantee that a specific MDM solution would receive a good score on this Buyer’s Guide ahead of time
- All research was based upon publicly available information, information provided by the MDM provider and the expertise of those evaluating the information
- Because of the number of features analyzed, how these features were weighed and then how these MDM providers were scored and then ranked, there was no way for DCIG to predict at the outset how individual MDM solutions would end up scoring or ranking.

DCIG wants to emphasize that no MDM provider was privy to how DCIG did the scoring and ranking of the MDM solutions. In every case the MDM providers only found out the scores and rankings of its solution after the analysis was complete.

Mobile Data Management Inclusion and Exclusion Criteria

Inclusion of products in the DCIG 2014 Mobile Data Management Buyer’s Guide was based primarily upon the following criteria:

- The solution’s primary purpose had to be for managing mobile devices. The main intent of these products is to provide enterprises the ability to manage mobile devices based on corporate defined policies and standards.
- Its primary intent is to provide enterprises the ability to maintain security and manage features over corporate or personal devices. Management of devices may be delivered by an on-premise infrastructure, delivered via the cloud, or a hybrid approach delivery model.
- While a number of solutions may offer the same feature options depending on the delivery model, it was not a prerequisite for the feature sets to be identical.
- Must provide functionality as original software, i.e. not licensed from original equipment manufacturer (OEM). There are service providers and consultants that offer MDM through a combination of licensed best-in-class MDM software and associated services. DCIG excluded these providers and consultants and their respective MDM offerings from this Buyer’s Guide.
- Must support functionality asked about through software, i.e. not thru services. Based upon the evolution of the MDM software market, it is not unusual for MDM providers to provide support for a specific feature through services as opposed to software. DCIG does give these providers ranking points for supporting those features.
- Must provide sufficient information for DCIG to draw a meaningful conclusion. DCIG made a good faith effort to identify, reach out and obtain information from as many MDM providers as possible by providing access to an online survey for them to complete. However in a few cases MDM software had to be excluded due to lack of response and/or cooperation from certain MDM providers and/or lack of reliable publically available information.
- Must be generally available prior to June 15th, 2013. A cut-off date had to be put in place or this Buyer’s Guide would never be published. Some allowances were made for feature or product enhancements that were made in Late June 2013 that did not positively or negatively affect the rankings for any one vendor in developing this Buyer’s Guide.

The Seven Step Process Used to Score and Rank Mobile Data Management Providers

To score and rank each mobile data management provider, DCIG went through a seven (7) step process to come to the most objective conclusion possible.
1. DCIG listed out of all of the features available on all of the mobile data management solutions. Prior to selecting the features that were included in the final evaluation in the Buyer’s Guide, DCIG went through and quantified what features each mobile data management provider possessed. DCIG then ‘normalized’ the list of features available on mobile data management technology such that a common name for each feature was established.

2. DCIG established which features would be included in the Buyer’s Guide. One of the goals of this Buyer’s Guide was to try to only include features on each mobile data management solution that could be objectively and authoritatively analyzed. For example, “At-Rest Encryption” was evaluated as a feature along with “In-Transit Encryption.” Organizations can use both at-rest and in-transit encryption to ensure maximum data protection from unauthorized access. The use of both at-rest and in-transit encryptions together insures the entire data path remains secure—all of which makes each of these strong features for DCIG to evaluate.

3. Each feature had a weighting associated with it. The weightings were used to reflect whether or not a feature was supported and potentially how well it was implemented. For example, “Support Staff Availability” is more of a “24x7x365” answer than a “Yes” or “No” type response, whereas “Methods of Support” could include a number of different protocols. As such, each feature was weighted and scored differently.

4. A questionnaire that asked about each of the features scored in this Buyer’s Guide was sent to each provider. In addition to using the information that was publicly available on each provider’s website, each provider included in this Buyer’s Guide had the opportunity to respond to a questionnaire sent by DCIG. This was done to both verify that the information DCIG found on the provider’s website was correct as well as remove any ambiguities that existed regarding how some of the features were implemented.

5. All of the features were scored based upon the information that was gathered. The weighting and scoring was done by DCIG and by a select group of end-users who assisted DCIG in selecting the features to be evaluated in this Buyer’s Guide.

6. The features for mobile data management providers broke down into four larger categories: Management, Operating Environment, User Experience, Security and Compliance, and Support.

   • Device Management. Focuses on the administrative features related to management of devices
   • Operational Environment. Focuses on device deployment options and device management operating features
   • Security & Compliance. Focuses on management of security controls and management of features of compliance concern
   • Support. Focuses on available vendor support options

7. The mobile data management providers were ranked using standard scoring techniques. The goal of all DCIG Buyer’s Guides is to establish clear lines of differentiation between the products included in them. To accomplish this objective, after each product is weighted and scored, the mean or average score and standard deviation for all of the products were determined. These were then used as the basis for developing a ranking for each mobile data management solution:

   • Those mobile data management providers that were .5 or greater standard deviations below the mean were given the rank of “Basic”
   • Those mobile data management providers that were .5± standard deviations above or below the mean were ranked as “Good”
   • Those mobile data management providers that were .5 standard deviations above the mean were ranked as “Excellent”
   • Those mobile data management providers that were greater than 1.5 standard deviations above the mean were ranked as “Recommended”
   • The top ranked mobile data management provider was given the classification of “Best-in-Class”

Using this scoring and ranking method, DCIG feels confident that all of the providers included in this report can be reasonably classified as a “Mobile Data Management” solution as all providers came within two (2) standard deviations of the mean.1

1. +/- 5%.
DCIG Comments and Thoughts on Mobile Data Management…

Cloud

Companies both large and small are seeing an ever increasing migration from corporate issued to personally owned devices. Due to this impetus, companies have become more open and willing to move to cloud provided MDM services. As a result of this increasing adoption of cloud-based MDM, DCIG has included cloud-based device management in the 2014 DCIG Mobile Data Management Buyer’s Guide.

The benefits of cloud-based mobile data management are many, including rapid deployment and low infrastructure investment. But cloud also has its limitations. The key restriction is the device management feature sets. These are often more robust with on-premise installations, but scaling the number of devices needing to be managed from a cloud installation perspective can be challenging. Larger enterprises, with a significant number of managed devices along with a more mature IT environment, may be less inclined to move into a hosted MDM model. Thus, on-premise and hybrid infrastructures for deployment are better options for these enterprises.

At-rest and In-transit encryption

Many companies face compliance mandates such as HIPAA¹, HITECH², SOX³. Other companies need to protect day-to-day business information. These issues have become difficult due to the dynamic environment of policies in the professional realm. This has led to personally identifiable information being increasingly reliant on encryption. Data encryption is often the only “safe harbor” from sanctions in the face of a data breach. At-rest and in-transit encryption play significant roles in MDM from data stored resident on devices as well as data being transmitted wirelessly.

At-rest applies to encryption once the data has arrived at the target device. At-rest is fundamentally different than in-transit encryption. In-transit encryption takes place through a software algorithm as the sending device encrypts the data while it is being transferred to the receiving target.

Organizations can use both at-rest and in-transit encryption to ensure maximum data protection is employed. If both encryption methods are used together, the data is encrypted from beginning to end, thus protecting the entire data process path from unauthorized access.

Automation

Mobile data management automation is an area of emphasis for many organizations. The employment of automation promises to facilitate efficient management of an organization’s MDM solution, and thus enable a more agile response from IT to changing business requirements. Ultimately, automation means more staff time can be spent addressing business specifications rather than managing routine tasks around MDM.

For example, support for automated device provisioning, security policy restriction, policy deployment, and enforcement can:

- simplify management
- reduce complexity
- reclaim IT staff time
- reduce inefficiency

Security Policy Enforcement

Device policy enforcement is a primary tenant to MDM. Organizations invest in MDM for many reasons, two of which are: 1) to reduce business risks and 2) to maintain the ability to create policies to match the organization’s risk appetite. Both are benefits to device policy enforcements and serve as keys to the successful integration of a MDM solution for any organization.

Though policies can often be difficult to work with, they help ensure compliance with the organization’s security requirements to reduce the possibility of a breach in corporate data. However, when a device is jailbroken and rooted, the built-in security features on the most popular mobile device platforms are bypassed and the device can then be exploited for unauthorized access to hardware and software. DCIG focused on the MDM provider’s ability to safeguard data through robust policy management. Without the ability to safeguard data in a flexible way to meet the organization’s goals, MDM would not be effective in providing the data protection needed.

¹. Health Insurance Portability and Accountability Act.
². Health Information Technology for Economic and Clinical Health Act.
³. Sarbanes-Oxley Act.

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Observations and Recommendations for Each Mobile Data Management Provider Ranking

General Observations
All twenty-six (26) mobile data management (MDM) providers that were weighted, scored and ranked in the DCIG 2014 MDM Buyer’s Guide held the following characteristics:

- All MDM providers provision different device platforms
- All MDM providers provide basic MDM functionality
- Out of 26 MDM providers, twelve (12) offer cloud-based delivery models
- Hybrid delivery model, a mixture of cloud and on-premise delivery models, is the least offered feature
- Product support offerings vary widely between product providers

“Best-in-Class” and “Recommended” Rankings

Observations:
The mobile data management provider(s) that earned “Best-in-Class” and “Recommended” rankings in the DCIG 2014 MDM Buyer’s Guide generally shared the following characteristics:

- Provides infrastructure flexibility between on-premise or cloud-based delivery models (hybrid delivery model)
- Offers scalable high availability configurations
- Supports device encryption as well as secure communications
- Detects security requirements around jailbroken or rooted devices
- Manages anti-virus on devices
- Offers a corporate application store (App Store)
- Provides strong product support

Recommendations:
MobileIron, Amtel, and Symantec competed for the top spot in the “Best-in-Class” category. All offer features required by a MDM solution, but MobileIron leads. MobileIron’s feature leadership is due to its rich security feature set, delivery model flexibility, and strong product support. Amtel and Symantec came in second and third, respectively, with a ranking of “Recommended”.

MobileIron provides a high level of device scalability with a single cluster configuration supporting up to 100,000 devices. MobileIron offers other capabilities many organizations will find useful including:

- PKI Certificate support
- Support for Windows 8
- SIEM and DLP integration
- Support for the Apple VPP and Samsung SAFE program
- Two-Factor authentication support
- Customizable dashboards

“Excellent” Ranking

Observations:
The mobile data management provider(s) that earned the ranking of “Excellent” in the DCIG 2014 MDM Buyer’s Guide generally shared the following characteristics:

- Support hardware and software provisioning
- Integration with Microsoft(r) Active Directory and LDAP
- Provides support for Corporate App Store, Android 4.x, and iOS 6.x
- Support for device encryption: data at rest and data in transit

Recommendations:
Out of the four (4) mobile data management providers that achieved a ranking of “Excellent”, Fixmo and Excitor grabbed the top two positions. When scoring
the providers in this category, a noticeable decrease in Management, as well as Security and Compliance feature sets were seen when compared to those rated “Best-in-Class” or “Recommended”. Yet, product support remained strong, though it may have varied among the “Excellent” providers.

IT departments should be careful to consider: 1) high-availability and 2) device scalability. These two factors are essential when an organization is selecting a mobile data management provider.

“Good” Ranking

Observations:
The mobile data management provider(s) that earned the ranking of “Good” in the DCIG 2014 MDM Buyer’s Guide generally shared the following characteristics:

• Supports the on-premise deployment option
• Provisions different device platforms

Recommendations:
Seven (7) mobile data management providers shared the ranking of “Good”. The top three providers that captured the highest scores in this category were: Fiberlink, Sybase (SAP) Afaria, and Motorola. All seven providers that earned the “Good” ranking varied widely in their feature support options. For instance, Security and Compliance support differed significantly from those ranked “Best-in-Class” and “Recommended”. Alongside the disparity in Security and Compliance, a decrease of MDM product support options was noted as well.

In spite of setbacks in support, cloud deployment options are offered and employed by three MDM providers in the “Good” category.

“Basic” Ranking

Observations:
The mobile data management provider(s) that earned the ranking of “Basic” in the DCIG 2014 MDM Buyer’s Guide generally shared the following characteristics:

• Supports provisioning of different platforms
• Only three (3) MDM providers in the basic category support a cloud-based deployment

Recommendations:
In the category of “Basic”, twelve (12) mobile data management providers were weighted, scored and ranked. Three (3) beat out their competitors by scoring better than the rest: Silverback, OpenPeak and SOTI. All the providers in this category were found to be limited in three specific areas when compared to the “Good” category: 1) deployment options, 2) security features and 3) support options. The limitations noted among the “Basic” MDM providers may be found particularly in the area of support for common security features, such as encryption.

Despite the fact that product support options are limited, even at the “Basic” level organizations can find needed administrative and support options depending on the different offerings by each vendor.
MOBILE DATA MANAGEMENT SCORES AND RANKINGS

The scores and rankings for the mobile data management products contain the following information:

- Charts that list the Overall scores and rankings for all of the products
- The mean and the standard deviation that was used to establish how each software product was ranked
- A summary of the primary findings
## OVERALL SCORES AND RANKINGS

<table>
<thead>
<tr>
<th>MOBILE DATA MANAGEMENT SOFTWARE</th>
<th>SCORE</th>
<th>RANKING</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. MobileIron® Advanced Mobile Management</td>
<td>116.00</td>
<td>BEST-IN-CLASS</td>
</tr>
<tr>
<td>2. Amtel Mobile Lifecycle Management</td>
<td>115.50</td>
<td>Recommended</td>
</tr>
<tr>
<td>3. Symantec™ Mobile Management Suite</td>
<td>104.00</td>
<td>Recommended</td>
</tr>
<tr>
<td>4. Fixmo® EMP</td>
<td>92.50</td>
<td>Excellent</td>
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</tr>
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<td>6. Tangoe Mobile Device Management</td>
<td>80.75</td>
<td>Excellent</td>
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<td>7. Sophos Mobile Control</td>
<td>69.50</td>
<td>Excellent</td>
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<td>8. Fiberlink MaaS360 Mobile Device Management</td>
<td>52.25</td>
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<td>9. SAP (Sybase) Afaria</td>
<td>46.25</td>
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<td>10. Motorola Mobile Services Platform v4</td>
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<td>11. Airwatch Mobile Device Management</td>
<td>35.50</td>
<td>Good</td>
</tr>
<tr>
<td>12. BoxTone Mobile Device Management</td>
<td>35.50</td>
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</tr>
<tr>
<td>13. The Institution Revival Mobile Management Suite</td>
<td>32.75</td>
<td>Good</td>
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<tr>
<td>14. Mobile Active Defense Mobile Enterprise Compliance and Security Server</td>
<td>28.50</td>
<td>Good</td>
</tr>
<tr>
<td>15. Silverback Mobile Device Management</td>
<td>27.00</td>
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<td>16. OpenPeak Advanced Device and Application Management (ADAM)</td>
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Total Number of Products 26

### Rankings

- **Highest Score**: 116.00 (Recommended)
- **Lowest Score**: 7.50 (Basic)
- **Average (Mean)**: 45.10 (Excellent)
- **Standard Deviation**: 34.05 (Good)

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## DCIG Scores and Rankings

<table>
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<tr>
<th>OVERALL SCORE</th>
<th>Management</th>
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### MANAGEMENT

- **Provision Platforms**
- **Policy Restriction**
- **Hardware Inventory**
- **Device Ownership**
- **Customizable Dashboard**
- **Bulk Device Management**
- **Policy Alerts**
- **Administrator Deployment**
- **Device Change**
- **Deploy Multiple Groups**
- **Combined Group**
- **Automatic Provision**
- **SSAE-16**
- **Database Instance (Total #)**
- **Solution Options (Total #)**
- **Device Change (Total #)**
- **Notifications (Total #)**
- **Dedicated Database**
- **Backup and Recovery**
- **Software Inventory**
- **Apple VPP**
- **Corporate v. Personal**
- **Single Console**
- **Change Propagations**

### OPERATING ENVIRONMENT

- **Deployment Options (Total #)**
- **Solution Integration (Total #)**
- **Cloud and On-Premise Same**
- **Full MDM Functionality**
- **Third Party Solution**
- **DMZ Replication**
- **High Availability**
- **Secure Communications**
- **Remote Troubleshooting**
- **Corporate App Store**
- **MDM Server**
- **Location Services**
- **Single Cluster Configuration**
- **Windows 8**
- **Windows 8 Plan**

### SECURITY AND COMPLIANCE

- **Cloud Based**
- **PKI Certificate**
- **SIEM Integration (Total #)**
- **DLP Integration (Total #)**
- **Geo-Fencing**
- **Detect Security Requirements**
- **Jailbroken**
- **Selective Wiping**
- **Strong Password**
- **Two-Factor Authentication**
- **Device Authentication**
- **Choose Enforcement**
- **Blacklisted Applications**
- **Rooted Device Detection**
- **Manage Anti-Virus**
- **Auto-Deletion**
- **VPN Support**
- **DLP Integration**
- **Integrate AD/LDAP**
- **Whitelisting Applications**
- **Encryption Data-at-Rest**
- **Server in DMZ**
- **Data in DMZ**
- **Granular Level**
- **SAFE Program**
- **Differing Mobile Policies**

### SUPPORT

- **Annual Downtime**
- **Support Staff Availability**
- **Methods of Support**
- **Phone Support Hours**
- **Not Under Contract Support**
- **Not Under Contract Availability**
- **Support Forum**

---

All information on this product is based strictly upon DCIG’s own research and information found on the provider’s web site.
## Amtel Mobile Lifecycle Management

### DCIG Scores and Rankings

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### MANAGEMENT

- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #): 1
- Solution Options (Total #): 3
- Device Change (Total #): 3
- Notifications (Total #): 4
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propogations

### OPERATING ENVIRONMENT

- Deployment Options (Total #): 2
- Solution Integration (Total #): 3
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration: 8,000
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE

- Cloud Based
- PKI Certificate
- SIEM Integration (Total #)
- DLP Integration (Total #): 2
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
- Blacklisted Applications
- Rooted Device Detection
- Manage Anti-Virus
- Auto-Deletion
- VPN Support
- DLP Integration
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

### SUPPORT

- Annual Downtime
- Support Staff Availability: 24/7/365
- Methods of Support: Email/Phone/Remote Monitoring/Web Chat
- Phone Support Hours: 24/7/365
- Not Under Contract Support: 8AM EST to 8PM PST
- Not Under Contract Availability: Business Day Local
- Support Forum

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## DCIG Scores and Rankings

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### MANAGEMENT
- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #)
- Solution Options (Total #)
- Device Change (Total #)
- Notifications (Total #)
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### OPERATING ENVIRONMENT
- Deployment Options (Total #)
- Solution Integration (Total #)
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #)
- DLP Integration (Total #)
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
- Blacklisted Applications
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- Manage Anti-Virus
- Auto-Deletion
- VPN Support
- DLP Integration
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

### SUPPORT
- Annual Downtime
- Support Staff Availability
- Methods of Support
- Phone Support Hours
- Not Under Contract Support
- Not Under Contract Availability
- Support Forum

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## DCIG Scores and Rankings

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### MANAGEMENT
- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #) 1
- Solution Options (Total #) 0
- Device Change (Total #) 0
- Notifications (Total #)
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### OPERATING ENVIRONMENT
- Deployment Options (Total #) 2
- Solution Integration (Total #) 3
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration 0
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #) 0
- DLP Integration (Total #) 0
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
- Blacklisted Applications
- Rooted Device Detection
- Manage Anti-Virus
- Auto-Deletion
- VPN Support
- DLP Integration
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

### SUPPORT
- Annual Downtime
- Support Staff Availability
- Methods of Support
- Phone Support Hours
- Not Under Contract Support
- Not Under Contract Availability
- Support Forum

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### DCIG Scores and Rankings

#### OVERALL SCORE

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### MANAGEMENT

- **Provision Platforms**: Supported
- **Policy Restriction**: Unsupported
- **Hardware Inventory**: Unsupported
- **Device Ownership**: Unsupported
- **Customizable Dashboard**: Unsupported
- **Bulk Device Management**: Unsupported
- **Policy Alerts**: Unsupported
- **Administrator Deployment**: Unsupported
- **Device Change**: Unsupported
- **Deploy Multiple Groups**: Unsupported
- **Combined Group**: Unsupported
- **Automatic Provision**: Unsupported
- **SSAE-16**: Passed
- **Database Instance (Total #)**: 0
- **Solution Options (Total #)**: 0
- **Device Change (Total #)**: 0
- **Notifications (Total #)**: 0
- **Dedicated Database**: Unsupported
- **Backup and Recovery**: Unsupported
- **Software Inventory**: Unsupported
- **Apple VPP**: Unsupported
- **Corporate v. Personal**: Unsupported
- **Single Console**: Unsupported
- **Change Propagations**: Unsupported

### OPERATING ENVIRONMENT

- **Deployment Options (Total #)**: 2
- **Solution Integration (Total #)**: 0
- **Cloud and On-Premise Same**: Unsupported
- **Full MDM Functionality**: Unsupported
- **Third Party Solution**: Unsupported
- **DMZ Replication**: Unsupported
- **High Availability**: Unsupported
- **Secure Communications**: Unsupported
- **Remote Troubleshooting**: Unsupported
- **Corporate App Store**: Unsupported
- **MDM Server**: Unsupported
- **Location Services**: Unsupported
- **Single Cluster Configuration**: 0
- **Windows 8**: Unsupported
- **Windows 8 Plan**: Unsupported

### SECURITY AND COMPLIANCE

- **Cloud Based**: Passed
- **PKI Certificate**: Passed
- **SIEM Integration (Total #)**: 0
- **DLP Integration (Total #)**: 0
- **Geo-Fencing**: Passed
- **Detect Security Requirements**: Passed
- **Jailbroken**: Passed
- **Selective Wiping**: Passed
- **Strong Password**: Passed
- **Two-Factor Authentication**: Passed
- **Device Encryption**: Passed
- **Choose Enforcement**: Passed
- **Blacklisted Applications**: Passed
- **Rooted Device Detection**: Passed
- **Manage Anti-Virus**: Passed
- **Auto-Deletion**: Passed
- **VPN Support**: Passed
- **DLP Integration**: Passed
- **Integrate AD/LDAP**: Passed
- **Whitelisting Applications**: Passed
- **Encryption Data-at-Rest**: Passed
- **Server in DMZ**: Passed
- **Data in DMZ**: Passed
- **Granular Level**: Passed
- **SAFE Program**: Passed
- **Differing Mobile Policies**: Passed

### SUPPORT

- **Annual Downtime**: Passed
- **Support Staff Availability**: Passed
- **Methods of Support**: Passed
- **Phone Support Hours**: Passed
- **Not Under Contract Support**: Passed
- **Not Under Contract Availability**: Passed
- **Support Forum**: Passed

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## Citrix XenMobile (Zenprise)

### DCIG Scores and Rankings

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### MANAGEMENT

- **Provision Platforms**
- **Policy Restriction**
- **Hardware Inventory**
- **Device Ownership**
- **Customizable Dashboard**
- **Bulk Device Management**
- **Policy Alerts**
- **Administrator Deployment**
- **Device Change**
- **Deploy Multiple Groups**
- **Combined Group**
- **Automatic Provision**
- **SSAE-16**
- **Database Instance (Total #)**: 0
- **Solution Options (Total #)**: 0
- **Device Change (Total #)**: 0
- **Notifications (Total #)**: 0
- **Dedicated Database**
- **Backup and Recovery**
- **Software Inventory**
- **Apple VPP**
- **Corporate v. Personal**
- **Single Console**
- **Change Propagations**

### OPERATING ENVIRONMENT

- **Deployment Options (Total #)**: 1
- **Solution Integration (Total #)**: 1
- **Cloud and On-Premise Same**
- **Full MDM Functionality**
- **Third Party Solution**
- **DMZ Replication**
- **High Availability**
- **Secure Communications**
- **Remote Troubleshooting**
- **Corporate App Store**
- **MDM Server**
- **Location Services**
- **Single Cluster Configuration**: 0
- **Windows 8**
- **Windows 8 Plan**

### SECURITY AND COMPLIANCE

- **Cloud Based**
- **PKI Certificate**
- **SIEM Integration (Total #)**: 0
- **DLP Integration (Total #)**: 0
- **Geo-Fencing**
- **Detect Security Requirements**
- **Jailbroken**
- **Selective Wiping**
- **Strong Password**
- **Two-Factor Authentication**
- **Device Encryption**
- **Choose Enforcement**
- **Blacklisted Applications**
- **Rooted Device Detection**
- **Manage Anti-Virus**
- **Auto-Deletion**
- **VPN Support**
- **DLP Integration**
- **Integrate AD/LDAP**
- **Whitelisting Applications**
- **Encryption Data-at-Rest**
- **Server in DMZ**
- **Data in DMZ**
- **Granular Level**
- **SAFE Program**
- **Differing Mobile Policies**

### SUPPORT

- **Annual Downtime**
- **Support Staff Availability**
- **Methods of Support**
- **Phone Support Hours**
- **Not Under Contract Support**
- **Not Under Contract Availability**
- **Support Forum**

---

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## DCIG Scores and Rankings

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### MANAGEMENT
- Provision Platforms  
- Policy Restriction  
- Hardware Inventory  
- Device Ownership  
- Customizable Dashboard  
- Bulk Device Management  
- Policy Alerts  
- Administrator Deployment  
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- Automatic Provision  
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- Database Instance (Total #)  
- Solution Options (Total #)  
- Device Change (Total #)  
- Notifications (Total #)  
- Dedicated Database  
- Backup and Recovery  
- Software Inventory  
- Apple VPP  
- Corporate v. Personal  
- Single Console  
- Change Propagations

### OPERATING ENVIRONMENT
- Deployment Options (Total #)  
- Solution Integration (Total #)  
- Cloud and On-Premise Same  
- Full MDM Functionality  
- Third Party Solution  
- DMZ Replication  
- High Availability  
- Secure Communications  
- Remote Troubleshooting  
- Corporate App Store  
- MDM Server  
- Location Services  
- Single Cluster Configuration  
- Windows 8  
- Windows 8 Plan

### SECURITY AND COMPLIANCE
- Cloud Based  
- PKI Certificate  
- SIEM Integration (Total #)  
- DLP Integration (Total #)  
- Geo-Fencing  
- Detect Security Requirements  
- Jailbroken  
- Selective Wiping  
- Strong Password  
- Two-Factor Authentication  
- Device Encryption  
- Choose Enforcement  
- Blacklisted Applications  
- Rooted Device Detection  
- Manage Anti-Virus  
- Auto-Deletion  
- VPN Support  
- DLP Support  
- Integrate AD/LDAP  
- Whitelisting Applications  
- Encryption Data-at-Rest  
- Server in DMZ  
- Data in DMZ  
- Granular Level  
- SAFE Program  
- Differing Mobile Policies

### SUPPORT
- Annual Downtime  
- Support Staff Availability  
- Methods of Support  
- Phone Support Hours  
- Not Under Contract Support  
- Not Under Contract Availability  
- Support Forum

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### FancyFon Software FAMOC

#### DCIG Scores and Rankings

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<th>User Experience</th>
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#### MANAGEMENT

- Provision Platforms: ✔️
- Policy Restriction: 🗑️
- Hardware Inventory: ✔️
- Device Ownership: ✔️
- Customizable Dashboard: 🗑️
- Bulk Device Management: ✔️
- Policy Alerts: 🗑️
- Administrator Deployment: 🗑️
- Device Change: 🗑️
- Deploy Multiple Groups: 🗑️
- Combined Group: 🗑️
- Automatic Provision: 🗑️
- SSAE-16: 🗑️
- Database Instance (Total #): 0
- Solution Options (Total #): 1
- Device Change (Total #): 0
- Notifications (Total #): 0
- Dedicated Database: 🗑️
- Backup and Recovery: ✔️
- Software Inventory: 🗑️
- Apple VPP: 🗑️
- Corporate v. Personal: 🗑️
- Single Console: 🗑️
- Change Propagations: 🗑️

#### OPERATING ENVIRONMENT

- Deployment Options (Total #): 1
- Solution Integration (Total #): 0
- Cloud and On-Premise Same: ✔️
- Full MDM Functionality: 🗑️
- Third Party Solution: ✔️
- DMZ Replication: 🗑️
- High Availability: ✔️
- Secure Communications: 🗑️
- Remote Troubleshooting: ✔️
- Corporate App Store: ✔️
- MDM Server: ✔️
- Location Services: 🗑️
- Single Cluster Configuration: 0
- Windows 8: 🗑️
- Windows 8 Plan: ✔️

#### SECURITY AND COMPLIANCE

- Cloud Based: 🗑️
- PKI Certificate: 🗑️
- SIEM Integration (Total #): 1
- DLP Integration (Total #): 1
- Geo-Fencing: 🗑️
- Detect Security Requirements: 🗑️
- Jailbroken: ✔️
- Selective Wiping: ✔️
- Strong Password: ✔️
- Two-Factor Authentication: 🗑️
- Device Encryption: ✔️
- Choose Enforcement: ✔️
- Blacklisted Applications: 🗑️
- Rooted Device Detection: 🗑️
- Manage Anti-Virus: ✔️
- Auto-Deletion: ✔️
- VPN Support: ✔️
- DLP Integration: 🗑️
- Integrate AD/LDAP: 🗑️
- Whitelisting Applications: 🗑️
- Encryption Data-at-Rest: ✔️
- Server in DMZ: ✔️
- Data in DMZ: 🗑️
- Granular Level: 🗑️
- SAFE Program: 🗑️
- Differing Mobile Policies: 🗑️

#### SUPPORT

- Annual Downtime: 🗑️
- Support Staff Availability: ✔️
- Methods of Support: ✔️
- Phone Support Hours: ✔️
- Not Under Contract Support: 🗑️
- Not Under Contract Availability: 🗑️
- Support Forum: ✔️

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# Fiberlink MaaS360 Mobile Device Management

## DCIG Scores and Rankings

<table>
<thead>
<tr>
<th>Category</th>
<th>Management</th>
<th>Operating Environment</th>
<th>User Experience</th>
<th>Security and Compliance</th>
<th>Support</th>
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<td><strong>GOOD</strong></td>
<td><strong>EXCELLENT</strong></td>
<td><strong>GOOD</strong></td>
<td><strong>BASIC</strong></td>
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</tbody>
</table>

### MANAGEMENT

- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #): 0
- Solution Options (Total #): 0
- Device Change (Total #): 0
- Notifications (Total #): 0
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### OPERATING ENVIRONMENT

- Deployment Options (Total #): 1
- Solution Integration (Total #): 1
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE

- Cloud Based
- PKI Certificate
- SIEM Integration (Total #): 0
- DLP Integration (Total #): 0
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
- Blacklisted Applications
- Rooted Device Detection
- Manage Anti-Virus
- Auto-Deletion
- VPN Support
- DLP Support
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

### SUPPORT

- Annual Downtime: 24/7/365
- Support Staff Availability: Email, Phone, Web chat
- Methods of Support
- Phone Support Hours
- Not Under Contract Support
- Not Under Contract Availability
- Support Forum

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<th>Security and Compliance</th>
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### MANAGEMENT
- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16

### OPERATING ENVIRONMENT
- Deployment Options (Total #) 2
- Solution Integration (Total #) 3
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration

### SECURITY AND COMPLIANCE
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #) 0
- DLP Integration (Total #) 0
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
- Blacklisted Applications
- Rooted Device Detection
- Manage Anti-Virus
- Auto-Deletion
- VPN Support
- DLP Integration
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

### SUPPORT
- Annual Downtime 24x7x365
- Support Staff Availability Dispatch Technician
- Methods of Support Onsite/eMail/Phone/Remote login problem solving
- Phone Support Hours Business Day (local time)
- Not Under Contract Support Business Day Local
- Not Under Contract Availability Business Day Local
- Support Forum

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### MANAGEMENT
- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #)
- Solution Options (Total #)
- Device Change (Total #)
- Notifications (Total #)
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### OPERATING ENVIRONMENT
- Deployment Options (Total #)
- Solution Integration (Total #)
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #)
- DLP Integration (Total #)
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
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- Auto-Deletion
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- DLP Integration
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

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## IBM MobileFirst Management

### DCIG Scores and Rankings

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### MANAGEMENT

- ** Provision Platforms**
- **Policy Restriction**
- **Hardware Inventory**
- **Device Ownership**
- **Customizeable Dashboard**
- **Bulk Device Management**
- **Policy Alerts**
- **Administrator Deployment**
- **Device Change**
- **Deploy Multiple Groups**
- **Combined Group**
- **Automatic Provision**
- **SSAE-16**
- **Database Instance (Total #)**
- **Solution Options (Total #)**
- **Device Change (Total #)**
- **Notifications (Total #)**
- **Dedicated Database**
- **Backup and Recovery**
- **Software Inventory**
- **Apple VPP**
- **Corporate v. Personal**
- **Single Console**
- **Change Propagations**

### OPERATING ENVIRONMENT

- **Deployment Options (Total #)**
- **Solution Integration (Total #)**
- **Cloud and On-Premise Same**
- **Full MDM Functionality**
- **Third Party Solution**
- **DMZ Replication**
- **High Availability**
- **Secure Communications**
- **Remote Troubleshooting**
- **Corporate App Store**
- **MDM Server**
- **Location Services**
- **Single Cluster Configuration**
- **Windows 8**
- **Windows 8 Plan**

### SECURITY AND COMPLIANCE

- **Cloud Based**
- **PKI Certificate**
- **SIEM Integration (Total #)**
- **DLP Integration (Total #)**
- **Geo-Fencing**
- **Detect Security Requirements**
- **Jailbroken**
- **Selective Wiping**
- **Strong Password**
- **Two-Factor Authentication**
- **Device Encryption**
- **Choose Enforcement**
- **Blacklisted Applications**
- **Rooted Device Detection**
- **Manage Anti-Virus**
- **Auto-Deletion**
- **VPN Support**
- **DLP Integration**
- **Integrate AD/LDAP**
- **Whitelisting Applications**
- **Encryption Data-at-Rest**
- **Server in DMZ**
- **Data in DMZ**
- **Granular Level**
- **SAFE Program**
- **Differing Mobile Policies**

### SUPPORT

- **Annual Downtime**
- **Support Staff Availability**
- **Methods of Support**
- **Phone Support Hours**
- **Not Under Contract Support**
- **Not Under Contract Availability**
- **Support Forum**

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### MANAGEMENT

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<td>Hardware Inventory</td>
<td>✔️</td>
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<tr>
<td>Device Ownership</td>
<td>✔️</td>
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<tr>
<td>Customizable Dashboard</td>
<td>✗</td>
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<tr>
<td>Bulk Device Management</td>
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<tr>
<td>Policy Alerts</td>
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<td>Administrator Deployment</td>
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<tr>
<td>Device Change</td>
<td>✗</td>
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<tr>
<td>Deploy Multiple Groups</td>
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<tr>
<td>Combined Group</td>
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<tr>
<td>Automatic Provision</td>
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<td>SSAE-16</td>
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<td>Database Instance (Total #)</td>
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<td>Solution Options (Total #)</td>
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<td>Device Change (Total #)</td>
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<td>Backup and Recovery</td>
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<td>Software Inventory</td>
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<td>Apple VPP</td>
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<tr>
<td>Corporate v. Personal</td>
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### OPERATING ENVIRONMENT

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<td>DMZ Replication</td>
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<tr>
<td>High Availability</td>
<td>✔️</td>
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<td>Secure Communications</td>
<td>✗</td>
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<tr>
<td>Remote Troubleshooting</td>
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<td>Corporate App Store</td>
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<td>MDM Server</td>
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<td>Location Services</td>
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<td>Single Cluster Configuration</td>
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<td>Windows 8</td>
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<td>Windows 8 Plan</td>
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### SECURITY AND COMPLIANCE

<table>
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<th>Feature</th>
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<tr>
<td>PKI Certificate</td>
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<td>SIEM Integration (Total #)</td>
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<td>DLP Integration (Total #)</td>
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<td>Selective Wiping</td>
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<tr>
<td>Strong Password</td>
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<tr>
<td>Two-Factor Authentication</td>
<td>✗</td>
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<tr>
<td>Device Encryption</td>
<td>✔️</td>
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<td>Choose Enforcement</td>
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<td>Rooted Device Detection</td>
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<td>Manage Anti-Virus</td>
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<td>Auto-Deletion</td>
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<td>VPN Support</td>
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<td>Whitelisting Applications</td>
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<td>Encryption Data-at-Rest</td>
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<td>Server in DMZ</td>
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<td>Data in DMZ</td>
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<td>Granular Level</td>
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<td>SAFE Program</td>
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<td>Differing Mobile Policies</td>
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### SUPPORT

<table>
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<td>Methods of Support</td>
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<td>Support Forum</td>
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<th>Support</th>
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<td>4.00</td>
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### MANAGEMENT
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- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #) 1
- Solution Options (Total #) 0
- Device Change (Total #) 0
- Notifications (Total #) 0
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### OPERATING ENVIRONMENT
- Deployment Options (Total #) 1
- Solution Integration (Total #) 1
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration 0
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #) 1
- DLP Integration (Total #) 1
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
- Blacklisted Applications
- Rooted Device Detection
- Manage Anti-Virus
- Auto-Deletion
- VPN Support
- DLP Integration N/A
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

### SUPPORT
- Annual Downtime
- Support Staff Availability
- Dispatch on-site, Phone, Email, Web chat, Remote monitoring
- Phone Support Hours 24×7×365
- Not Under Contract Support
- Not Under Contract Availability
- Support Forum

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<td>4.00</td>
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<td>BASIC</td>
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</table>

### MANAGEMENT

- Provision Platforms: ✔
- Policy Restriction: ✗
- Hardware Inventory: ✔
- Device Ownership: ✗
- Customizable Dashboard: ✗
- Bulk Device Management: ✗
- Policy Alerts: ✔
- Administrator Deployment: ✔
- Device Change: ✗
- Deploy Multiple Groups: ✗
- Combined Group: ✗
- Automatic Provision: ✗
- SSAE-16: ✗
- Database Instance (Total #): 0
- Solution Options (Total #): 0
- Device Change (Total #): 0
- Notifications (Total #): 0
- Dedicated Database: ✗
- Backup and Recovery: ✗
- Software Inventory: ✗
- Apple VPP: ✔
- Corporate v. Personal: ✗
- Single Console: ✗
- Change Propagations: ✗

### OPERATING ENVIRONMENT

- Deployment Options (Total #): 1
- Solution Integration (Total #): 1
- Cloud and On-Premise Same: ✗
- Full MDM Functionality: ✗
- Third Party Solution: ✔
- DMZ Replication: ✗
- High Availability: ✔
- Secure Communications: ✗
- Remote Troubleshooting: ✗
- Corporate App Store: ✗
- MDM Server: ✗
- Location Services: ✗
- Single Cluster Configuration: 0
- Windows 8: ✔
- Windows 8 Plan: ✗

### SECURITY AND COMPLIANCE

- Cloud Based: ✗
- PKI Certificate: ✗
- SIEM Integration (Total #): 0
- DLP Integration (Total #): 0
- Geo-Fencing: ✗
- Detect Security Requirements: ✔
- Jailbroken: ✗
- Selective Wiping: ✔
- Strong Password: ✔
- Two-Factor Authentication: ✔
- Device Encryption: ✔
- Choose Enforcement: ✗
- Blacklisted Applications: ✗
- Rooted Device Detection: ✗
- Manage Anti-Virus: ✔
- Auto-Deletion: ✔
- VPN Support: ✔
- DLP Integration: ✗
- Integrate AD/LDAP: ✗
- Whitelisting Applications: ✗
- Encryption Data-at-Rest: ✗
- Server in DMZ: ✗
- Data in DMZ: ✗
- Granular Level: ✗
- SAFE Program: ✗

### SUPPORT

- Annual Downtime: ✗
- Support Staff Availability: ✗
- Methods of Support: ✗
- Phone Support Hours: ✗
- Not Under Contract Support: ✗
- Not Under Contract Availability: ✗
- Support Forum: ✔

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## DCIG Scores and Rankings

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<tr>
<th>OVERALL SCORE</th>
<th>Management</th>
<th>Operating Environment</th>
<th>User Experience</th>
<th>Security and Compliance</th>
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### MANAGEMENT
- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #) 2
- Solution Options (Total #) 3
- Device Change (Total #) 3
- Notifications (Total #) 4
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### OPERATING ENVIRONMENT
- Deployment Options (Total #) 3
- Solution Integration (Total #) 3
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration 100,000
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #) 8
- DLP Integration (Total #) 7
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
- Blacklisted Applications
- Rooted Device Detection
- Manage Anti-Virus
- Auto-Deletion
- VPN Support
- DLP Integration
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

### SUPPORT
- Annual Downtime 00:52:60
- Support Staff Availability 24-7-365
- Methods of Support Dispatch Technician Onsite/Email/Phone/Remote Monitoring/Web Chat
- Phone Support Hours 24-7-365
- Not Under Contract Support 8AM EST to 8PM PST
- Not Under Contract Availability Business Day Local
- Support Forum

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### MANAGEMENT

- **Provision Platforms**
- **Policy Restriction**
- **Hardware Inventory**
- **Device Ownership**
- **Customizable Dashboard**
- **Bulk Device Management**
- **Policy Alerts**
- **Administrator Deployment**
- **Device Change**
- **Deploy Multiple Groups**
- **Combined Group**
- **Automatic Provision**
- **SSAE-16**
- **Database Instance (Total #)**
- **Solution Options (Total #)**
- **Device Change (Total #)**
- **Notifications (Total #)**
- **Dedicated Database**
- **Backup and Recovery**
- **Software Inventory**
- **Apple VPP**
- **Corporate v. Personal**
- **Single Console**
- **Change Propagations**

### OPERATING ENVIRONMENT

- **Deployment Options (Total #)**
- **Solution Integration (Total #)**
- **Cloud and On-Premise Same**
- **Full MDM Functionality**
- **Third Party Solution**
- **DMZ Replication**
- **High Availability**
- **Secure Communications**
- **Remote Troubleshooting**
- **Corporate App Store**
- **MDM Server**
- **Location Services**
- **Single Cluster Configuration**
- **Windows 8**
- **Windows 8 Plan**

### SECURITY AND COMPLIANCE

- **Cloud Based**
- **PKI Certificate**
- **SIEM Integration (Total #)**
- **DLP Integration (Total #)**
- **Geo-Fencing**
- **Detect Security Requirements**
- **Jailbroken**
- **Selective Wiping**
- **Strong Password**
- **Two-Factor Authentication**
- **Device Encryption**
- **Choose Enforcement**
- **Blacklisted Applications**
- **Rooted Device Detection**
- **Manage Anti-Virus**
- **Auto-Deletion**
- **VPN Support**
- **DLP Integration**
- **Integrate AD/LDAP**
- **Whitelisting Applications**
- **Encryption Data-at-Rest**
- **Server in DMZ**
- **Data in DMZ**
- **Granular Level**
- **SAFE Program**
- **Differing Mobile Policies**

### SUPPORT

- **Annual Downtime**
- **Support Staff Availability**
- **Methods of Support**
- **Phone Support Hours**
- **Not Under Contract Support**
- **Not Under Contract Availability**
- **Support Forum**

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# OpenPeak Advanced Device and Application Management (ADAM)

## DCIG Scores and Rankings

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<tr>
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<th>Management</th>
<th>Operating Environment</th>
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### MANAGEMENT
- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #)
- Solution Options (Total #)
- Device Change (Total #)
- Notifications (Total #)
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### OPERATING ENVIRONMENT
- Deployment Options (Total #)
- Solution Integration (Total #)
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #)
- DLP Integration (Total #)
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
- Blacklisted Applications
- Rooted Device Detection
- Manage Anti-Virus
- Auto-Deletion
- VPN Support
- DLP Integration
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

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## DCIG Scores and Rankings

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### MANAGEMENT
- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #) 1
- Solution Options (Total #) 2
- Device Change (Total #) 1
- Notifications (Total #) 2
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### OPERATING ENVIRONMENT
- Deployment Options (Total #) 2
- Solution Integration (Total #) 3
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration 0
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #) 0
- DLP Integration (Total #) 0
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Authentication
- Choose Encryption
- Blacklisted Applications
- Rooted Device Detection
- Manage Anti-Virus
- Auto-Deletion
- VPN Support
- DLP Integration
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

### SUPPORT
- Annual Downtime 24/7/365
- Support Staff Availability 24/7/365
- Methods of Support Email/Phone/Remote Login/Remote Monitoring
- Phone Support Hours 24/7/365
- Not Under Contract Support
- Not Under Contract Availability
- Support Forum

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## Silverback Mobile Device Management

### DCIG Scores and Rankings

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<th><strong>Operating Environment</strong></th>
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### MANAGEMENT
- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #) 0
- Solution Options (Total #) 0
- Device Change (Total #) 0
- Notifications (Total #) 0
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### OPERATING ENVIRONMENT
- Deployment Options (Total #) 3
- Solution Integration (Total #) 0
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #) 0
- DLP Integration (Total #) 0
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
- Blacklisted Applications
- Rooted Device Detection
- Manage Anti-Virus
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- VPN Support
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- Integrate AD/LDAP
- Whitelisting Applications
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- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

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### Smith Micro Software

#### Enterprise Device Management

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# DCIG Scores and Rankings

## OVERALL SCORE
- **Management**: 20.00 - EXCELLENT
- **Operating Environment**: 11.50 - EXCELLENT
- **User Experience**: 12.00 - EXCELLENT
- **Security and Compliance**: 26.00 - EXCELLENT
- **Support**: 0.00 - BASIC

### MANAGEMENT
- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #): 0
- Solution Options (Total #): 0
- Device Change (Total #): 0
- Notifications (Total #): 0
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### OPERATING ENVIRONMENT
- Deployment Options (Total #): 2
- Solution Integration (Total #): 3
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #): 0
- DLP Integration (Total #): 0
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
- Blacklisted Applications
- Rooted Device Detection
- Manage Anti-Virus
- Auto-Deletion
- VPN Support
- DLP Integration
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

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## SOTI MobiControl

### DCIG Scores and Rankings

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### Management

- Provision Platforms ✓
- Policy Restriction ✓
- Hardware Inventory ✓
- Device Ownership ✓
- Customizable Dashboard ✓
- Bulk Device Management ✓
- Policy Alerts ✓
- Administrator Deployment ✓
- Device Change ✓
- Deploy Multiple Groups ✓
- Combined Group ✓
- Automatic Provision ✓
- SSAE-16 ✓

### Operating Environment

- Deployment Options (Total #) 1
- Solution Integration (Total #) 1
- Cloud and On-Premise Same ☒
- Full MDM Functionality ✓
- Third Party Solution ☒
- DMZ Replication ☒
- High Availability ☒
- Secure Communications ☒
- Remote Troubleshooting ☒
- Corporate App Store ☒
- MDM Server ☒
- Location Services ☒
- Single Cluster Configuration 0
- Windows 8 ☒
- Windows 8 Plan ☒

### Security and Compliance

- Cloud Based ✓
- PKI Certificate ✓
- SIEM Integration (Total #) 0
- DLP Integration (Total #) 0
- Geo-Fencing ☒
- Detect Security Requirements ✓
- Jailbroken ☒
- Selective Wiping ✓
- Strong Password ✓
- Two-Factor Authentication ☒
- Device Encryption ✓
- Choose Enforcement ☒
- Blacklisted Applications ☒
- Rooted Device Detection ☒
- Manage Anti-Virus ☒
- Auto-Deletion ☒
- VPN Support ☒
- DLP Integration ☒
- Integrate AD/LDAP ☒
- Whitelisting Applications ✓
- Encryption Data-at-Rest ☒
- Server in DMZ ☒
- Data in DMZ ☒
- Granular Level ☒
- SAFE Program ✓
- Differing Mobile Policies ☒

### Support

- Annual Downtime ☒
- Support Staff Availability ☒
- Methods of Support ☒
- Phone Support Hours ☒
- Not Under Contract Support ☒
- Not Under Contract Availability ☒
- Support Forum ☒

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## Symantec Mobile Management Suite

### DCIG Scores and Rankings

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- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #) 1
- Solution Options (Total #) 3
- Device Change (Total #) 3
- Notifications (Total #) 4
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### OPERATING ENVIRONMENT
- Deployment Options (Total #) 2
- Solution Integration (Total #) 3
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration 0
- Windows 8
- Windows 8 Plan

### SECURITY AND COMPLIANCE
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #) 1
- DLP Integration (Total #) 1
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
- Selective Wiping
- Strong Password
- Two-Factor Authentication
- Device Encryption
- Choose Enforcement
- Blacklisted Applications
- Rooted Device Detection
- Manage Anti-Virus
- Auto-Deletion
- VPN Support
- DLP Support
- Integrate AD/LDAP
- Whitelisting Applications
- Encryption Data-at-Rest
- Server in DMZ
- Data in DMZ
- Granular Level
- SAFE Program
- Differing Mobile Policies

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## DCIG Scores and Rankings

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<th>Overall Score</th>
<th>Management</th>
<th>Operating Environment</th>
<th>User Experience</th>
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### Management
- Provision Platforms
- Policy Restriction
- Hardware Inventory
- Device Ownership
- Customizable Dashboard
- Bulk Device Management
- Policy Alerts
- Administrator Deployment
- Device Change
- Deploy Multiple Groups
- Combined Group
- Automatic Provision
- SSAE-16
- Database Instance (Total #)
- Solution Options (Total #)
- Device Change (Total #)
- Notifications (Total #)
- Dedicated Database
- Backup and Recovery
- Software Inventory
- Apple VPP
- Corporate v. Personal
- Single Console
- Change Propagations

### Operating Environment
- Deployment Options (Total #)
- Solution Integration (Total #)
- Cloud and On-Premise Same
- Full MDM Functionality
- Third Party Solution
- DMZ Replication
- High Availability
- Secure Communications
- Remote Troubleshooting
- Corporate App Store
- MDM Server
- Location Services
- Single Cluster Configuration
- Windows 8
- Windows 8 Plan

### Security and Compliance
- Cloud Based
- PKI Certificate
- SIEM Integration (Total #)
- DLP Integration (Total #)
- Geo-Fencing
- Detect Security Requirements
- Jailbroken
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- Two-Factor Authentication
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## DCIG Scores and Rankings

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<th>OVERALL SCORE</th>
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### MANAGEMENT
- Provision Platforms: ✔
- Policy Restriction: ❌
- Hardware Inventory: ✔
- Device Ownership: ✔
- Customizable Dashboard: ❌
- Bulk Device Management: ❌
- Policy Alerts: ❌
- Administrator Deployment: ✔
- Device Change: ❌
- Deploy Multiple Groups: ❌
- Combined Group: ❌
- Automatic Provision: ❌
- SSAE-16: ❌
- Database Instance (Total #): 0
- Solution Options (Total #): 0
- Device Change (Total #): 0
- Notifications (Total #): 0
- Dedicated Database: ❌
- Backup and Recovery: ❌
- Software Inventory: ❌
- Apple VPP: ✔
- Corporate v. Personal: ✔
- Single Console: ❌
- Change Propagations: ❌

### OPERATING ENVIRONMENT
- Deployment Options (Total #): 1
- Solution Integration (Total #): 0
- Cloud and On-Premise Same: ❌
- Full MDM Functionality: ❌
- Third Party Solution: ✔
- DMZ Replication: ❌
- High Availability: ❌
- Secure Communications: ❌
- Remote Troubleshooting: ❌
- Corporate App Store: ❌
- MDM Server: ❌
- Location Services: ❌
- Single Cluster Configuration: 0
- Windows 8: ✔
- Windows 8 Plan: ❌

### SECURITY AND COMPLIANCE
- Cloud Based: ❌
- PKI Certificate: ❌
- SIEM Integration (Total #): 0
- DLP Integration (Total #): 1
- Geo-Fencing: ✔
- Detect Security Requirements: ✔
- Jailbroken: ❌
- Selective Wiping: ✔
- Strong Password: ✔
- Two-Factor Authentication: ✔
- Device Encryption: ✔
- Choose Enforcement: ❌
- Blacklisted Applications: ❌
- Rooted Device Detection: ❌
- Manage Anti-Virus: ✔
- Auto-Deletion: ❌
- VPN Support: ✔
- DLP Integration: ✔
- Integrate AD/LDAP: ❌
- Whitelisting Applications: ❌
- Encryption Data-at-Rest: ❌
- Server in DMZ: ❌
- Data in DMZ: ❌
- Granular Level: ✔
- SAFE Program: ❌
- Differing Mobile Policies: ❌

### SUPPORT
- Annual Downtime: ❌
- Support Staff Availability: ❌
- Methods of Support: ❌
- Phone Support Hours: ❌
- Not Under Contract Support: ❌
- Not Under Contract Availability: ❌
- Support Forum: ❌

All information on this product is based strictly upon DCIG’s own research and information found on the provider’s web site.

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### Product Rankings Dashboard

#### Over-all Score

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APPENDIX

Appendix A: Definitions, Explanations and Terminology
Appendix B: Mobile Data Provider Contact Information
Appendix C: Author Contact Information
Definitions, Explanations and Terminology

This section contains brief definitions and/or explanations of the terms used in the development of the data sheets found in the DCIG 2014 Mobile Data Management Buyer’s Guide.

**Management**

**Provision Platforms**
The process of allocating access rights and privileges which are subsequently monitored and tracked to ensure the security of an enterprise’s resources.

**Policy Restriction**
Authorization requirements needed to access a network system remotely from a home computer, smartphone or other compatible devices. Also must comply with all security procedures, federal and state laws and regulations along with company rules.

**Hardware Inventory**
An up-to-date hardware (things you can actually touch) list which includes manufacturer, model, device type, processor, physical memory installed, operating system, located in a central repository.

**Device Ownership**
Who controls the mobile device issued or brought to work. The device may be owned by either the corporation or the employee.

**Customizable Dashboard**
Products that allow users to create fully customizable dashboard that helps transform monitored data into immediate feedback for the enterprise IT department. The dashboard can be modeled and scaled to meet IT management needs using widgets.

**Bulk Device Management**
The ability to manage multiple devices from a single location to enable control of software settings such as: user locale, phone button template, and login user ID which are used to monitor and control devices on the network.

**Policy Alerts**
When mobile device management policy violations are alerted on and updates are visible on the dashboard or sent to the Administrator.

**Administrator Deployment**
Trusted agents within the organization who have complete and unrestricted access to perform software deployment in mass to all servers and/or devices in the organization. This role is usually given to two to three trusted users to help prevent potential lockouts that could occur.

**Device Change**
Administrator device change propagations are sent automatically to all devices, groups and users.

**Deploy Multiple Groups**
The ability for an administrator to create a policy and deploy across multiple groups.

**Combined Group**
When a third group is necessary for users to gain policies from multiple groups.

**Automatic Provision**
Also called self-service provisioning, is the ability to deploy an information technology or telecommunications service by using pre-defined procedures that are carried out electronically with no human intervention.

**SSAE-16**
Statement on Standards for Attestation Engagements (SSAE) No. 16, titled “Reporting on Controls at a Service Organization,” was finalized by the Auditing Standards Board of the American Institute of Certified Public Accountants (AICPA) in January 2010.

**Database Instance (Total #)**
The term “instance” is typically used to describe a complete database environment. It is most commonly used to differentiate multiple instances of the same database running in the same software environment. The number specifies the number of different supported elements available. The specific elements supported for each product are available by accessing the 2014 DCIG Mobile Data Management Interactive Buyer’s Guide (IBG).
Appendix A—Definitions, Explanations and Terminology (continued)

Solution Option (Total #)
A file structured storage, or compound, file stored in a binary format. User information can be saved in streams which may be named to help identify the information later. Can be used to store user preference settings and is created automatically. The number specifies the number of different supported elements available. The specific elements supported for each product are available by accessing the 2014 DCIG Mobile Data Management Interactive Buyer’s Guide (IBG).

Device Change (Total #)
Refers to the ability for the MDM solution automatically propagate device changes. The number specifies the number of different supported elements available. The specific elements supported for each product are available by accessing the 2014 DCIG Mobile Data Management Interactive Buyer’s Guide (IBG).

Notifications (Total #)
The sum of alert messages sent to mobile manager. The number specifies the number of different supported elements available. The specific elements supported for each product are available by accessing the 2014 DCIG Mobile Data Management Interactive Buyer’s Guide (IBG).

Dedicated Database
Refers to a specific database reserved for serving a specific need.

Backup and Recovery
Refers to the various strategies and procedures involved in protecting an organization’s database against any potential data loss and subsequently reconstructing the database after any kind of data loss occurs.

Software Inventory
Details of software installed in a computer. The Software details include Software Name, Version, Manufacturer and Usage statistics.

Apple VPP
Apple’s Volume Purchase Program (VPP) allows for multiple downloads of the same document by certain institutions or a single download discount to qualified individuals.

Corporate v. Personal
These terms are common to the bring-your-own-device (BYOD) movement. Corporate indicates the device is owned and issued by the organization, whereas personal means the user has provided their own device for work use.

Single Console
Meaning that organizations use one single toolset to manage Linux, Macintosh, and Windows computers.

Change Propagations
The distribution of software changes in a methodical manner across all devices employed on the network without Administrator intervention.

Any numerical responses in the management category of the data sheets refer to how many differing solutions the vendor supports. For more information on which solutions are supported please see the 2014 DCIG Mobile Data Management Interactive Buyer’s Guide (IBG).

Operating Environment

Deployment Options (Total #)
When a MDM company issues a command that can be changed or refined in the area of installing, testing and implementing a computer system or application. The number specifies the number of different supported elements available. The specific elements supported for each product are available by accessing the 2014 DCIG Mobile Data Management Interactive Buyer’s Guide (IBG).

Solutions Integration (Total #)
In business computing a total solution is one that contains all products and services in one delivery that meets a specific function or provides one solution or system to solve multiple problems. The number specifies the number of different supported elements available. The specific elements supported for each product are available by accessing the 2014 DCIG Mobile Data Management Interactive Buyer’s Guide (IBG).

Cloud and On-Premise Same
Whether an organization chooses to store their data in the cloud or on-premise, the MDM company can manage data all the same.

Full MDM Functionality
Indicates the MDM provider can offer an organization all the major functions needed to manage their mobile devices.
Third Party Solution
A third-party entity that the MDM company uses to manage and distribute remote, cloud-based data backup services and solutions to organizations from a central data center.

DMZ Replication
Stands for Dematerialized Network Zone, DMZ is a computer or small sub-network that sits between a trusted internal network, such as a corporate private local-area network (LAN), and an untrusted external network, such as the public Internet. It also offers the process of creating and managing duplicate versions of a database for organizations.

High Availability
Also known by the abbreviation HA, this refers to the availability of redundant resources in a computer system in the case of component failures which minimizes the possibility of a single point of failure.

Secure Communications
This indicates an encrypted transmission of data from one device to another that cannot be viewed by other devices unless they have the identical encryption technology.

Remote Troubleshooting
Refers to the ability to identify and correct anomalies with data files, devices and other resources from another device at a different location.

Corporate App Store
An in-house, online application store that enables authorized users to download apps directly to their approved devices.

MDM Server
Mobile data management offered over a computer or device on a network that manages network resources.

Location Services
The ability to use information from cellular, wireless, or a Global Positioning System to determine the devices approximate location.

Single Cluster Configuration
Refers to the number of supported devices in a single 2-node server cluster configuration.

Windows 8
An operating system developed by the Microsoft Corporation for use on personal computers, laptops, tablets, and other devices. The Windows 8 operating system officially debuted on October 26th, 2012.

Windows 8 Plan
Planned development path to support the Windows 8 platform.

AD/LDAP/Active Sync
An automatic synchronization of the Active Directory (AD) and Lightweight Directory Access Protocols (LDAP) which mitigates the need for a separate database of users and groups. If a user is added to the domain or is removed from a group then software will automatically synchronize this information without any human intervention from the system administrator.

Support
Annual Downtime
The cumulative total of all time during a calendar year that the MDM provider is not up and running.

Support Staff Availability
When and to what extent the MDM company’s staff is available for support.

Methods of Support
The means by which a MDM company offers support services to organizations.

Phone Support Hours
Times and days when a MDM company is able to offer support via the telephone.

Not Under Contract Support
This indicates an option to forgo contracted help/support from the MDM company.

Not Under Contract Availability
This indicates an option chosen by the organization to forgo the MDM provider being available to them for support, etc.

Support Forum
Help offered by the MDM company in the form of a forum of individuals contributing assistance to one another.
24x7x365
This indicates if phone support is available 24 hours a day, 7 days a week, 365 days out of the year.

Dispatch Technician/Onsite/Email/Phone/Monitoring/Remote Monitoring/Remote Login/Remote Login Problem Solving/Web Chat
Methods of support offered by a MDM company.

8AM EST to 8PM PST
Indicates the hours of service offered by a MDM company are from 8am Eastern Standard Time (EST) until 8pm Pacific Standard Time (PST).

Business Day Local
Indicates hours of service offered by a MDM company that are in accordance with the typical local businesses that surround the company.

Security And Compliance

Cloud Based
Provides direct access to cloud storage and which cloud providers are offered as available options. The total number of cloud providers supported is listed here.

PKI Certificate
Stands for Public Key Infrastructure (PKI), a system of digital certificates, Certificate Authorities, and other registration authorities that verify and authenticate the validity of each party involved in an Internet transaction.

SIEM Integration (Total #)
Security Information and Event Manager (SIEM) is a set of tools used by IT professionals and system administrators to manage multiple security applications and devices, and to respond automatically to resolve security incidents. The number specifies the number of different supported elements available. The specific elements supported for each product are available by accessing the 2014 DCIG Mobile Data Management Interactive Buyer’s Guide (IBG).

DLP Integration (Total #)
Data Loss Prevention Integration refers to the all encompassing solution to identify, monitor and protect data that is in use (being used by an end-user), in motion (being transferred over a network), or at rest (stored on a storage device). This done by a contextual analysis of the data to ensure protection of proprietary data during its use and transmission over a network. The number specifies the number of different supported elements available. The specific elements supported for each product are available by accessing the 2014 DCIG Mobile Data Management Interactive Buyer’s Guide (IBG).

Geo-Fencing
This indicates a virtual perimeter for a real-world geographic area. This technology employs the use of the global positioning system (GPS) or radio frequency identification to define geographical boundaries.

Detect Security Requirements
Indicates the solutions ability to detect devices outside a company’s security requirements.

Jailbroken
Slang term used to describe the user gaining access to an iPhone’s private file system to override some of the device’s restrictions. Jailbreaking also enables an iPhone user to install third-party applications.

Selective Wiping
When a device manager selects specific applications or data to delete.

Strong Password
Indicates a user or device monitor creating a password that is difficult to hack.

Two-Factor Authentication
Indicates a security feature that uses two forms of identification in order to access a network system or application through a mobile device.

Device Encryption
When a device’s data is translated into a secret code for security purposes.

Choose Enforcement
Indicates when an organization chooses to enforce certain policies.

Blacklisted Applications
Refers to applications for mobile devices that an organization has deemed to be not authorized on the network.

Rooted Device Detection
Indicates the ability for a system to track whether a mobile device has the capability and has already been rooted—meaning it has been “superused” by the user.
Manage Anti-Virus
Indicates the MDM provider can manage the Anti-Virus system in use.

Auto-Deletion
This is when a MDM company sets up a program to automatically eliminate certain data and applications from mobile devices.

VPN Support
Indicates assistance offered through a Virtual Private Network (VPN) which is a network constructed by using public wires to connect nodes.

DLP Integration
Data Loss Prevention Integration refers to the all encompassing solution to identify, monitor and protect data that is in use (being used by an end-user), in motion (being transferred over a network), or at rest (stored on a storage device). This done by a contextual analysis of the data to ensure protection of proprietary data during its use and transmission over a network.

Integrate AD/LDAP
This refers to the process of integrating with Active Directory (AD) and Lightweight Directory Access Protocol (LDAP).

Whitelisting Applications
Refers to applications for mobile devices that an organization has deemed to be authorized or approved on the network.

Encryption Data-at-Rest
This means protecting data that’s not moving through networks. The protection in this case is offered via encryption.

Server in DMZ
Indicates data on a computer or device on a network that manages network resources that is in a Dematerialized Network Zone (DMZ).

Data in DMZ
Indicates data on a computer or device that is in a Dematerialized Network Zone (DMZ).

Granular Level
Used to describe safeguards to ensure compliance at the level of the individual user which is a very detailed level.

SAFE Program
SAFE represents a Samsung Enterprise solution for their mobile devices that includes the necessary security and feature enhancements suitable for business use.

Differing Mobile Policies
Refers to the managing of differing mobile policies based on.

Any numerical responses in the security and compliance category of the data sheets refer to how many differing solutions the vendor supports. For more information on which solutions are supported please see the 2014 DCIG Mobile Data Management Interactive Buyer’s Guide (IBG).
# Mobile Data Management Provider Contact Information

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<th>Telephone</th>
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<td><strong>AirWatch, LLC</strong></td>
<td>1155 Perimeter Center West, Suite 100</td>
<td>Atlanta</td>
<td>GA</td>
<td>1.404.478.7500</td>
<td><a href="mailto:info@air-watch.com">info@air-watch.com</a></td>
<td><a href="http://www.air-watch.com/">http://www.air-watch.com/</a></td>
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<td><strong>Amtel, Inc.</strong></td>
<td>900 Lafayette St., Suite 506</td>
<td>Santa Clara</td>
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<td>1.408.615.0522</td>
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<tr>
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<td>Columbia</td>
<td>MD</td>
<td>1.410.910.3300</td>
<td>1.410.910.3344</td>
<td><a href="http://boxtone.com">http://boxtone.com</a></td>
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<td></td>
<td>8825 Stanford Boulevard, Suite 200</td>
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<td><strong>Capricode</strong></td>
<td>Yttipellontie 10</td>
<td>Oulu</td>
<td>Finland</td>
<td>358 40 3012 300</td>
<td><a href="mailto:info@capricode.com">info@capricode.com</a></td>
<td><a href="http://www.capricode.com">http://www.capricode.com</a></td>
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<td>FIN-90230 Oulu, Finland</td>
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<td><strong>Citrix Systems, Inc.</strong></td>
<td>4988 Great America Parkway</td>
<td>Santa Clara</td>
<td>CA</td>
<td>1.408.790.8000</td>
<td></td>
<td><a href="http://www.citrix.com/">http://www.citrix.com/</a></td>
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<td></td>
<td>Santa Clara, CA 95054</td>
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<td><strong>Excitor</strong></td>
<td>Spotorno Allé 12</td>
<td>DK</td>
<td>2630 Taastrup</td>
<td>45 70 21 68 00</td>
<td><a href="mailto:marketing@excitor.com">marketing@excitor.com</a></td>
<td><a href="http://www.excitor.com/">http://www.excitor.com/</a></td>
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<td></td>
<td>1 New Orchard Rd</td>
<td>Armonk</td>
<td>NY</td>
<td>1.800.426.4968</td>
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<tr>
<td><strong>IBM Corporation</strong></td>
<td>1 New Orchard Rd</td>
<td>Armonk</td>
<td>NY</td>
<td>1.866.622.3911</td>
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<td>1 New Orchard Rd</td>
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<td><strong>Iron Mountain, Inc.</strong></td>
<td>745 Atlantic Ave. FI 6</td>
<td>Boston</td>
<td>MA</td>
<td>1.617.535.4766</td>
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<td>745 Atlantic Ave. FI 6</td>
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<td><strong>McAfee, Inc.</strong></td>
<td>2821 Mission College Blvd.</td>
<td>Santa Clara</td>
<td>CA</td>
<td>1.877.425.6623</td>
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<td>2821 Mission College Blvd.</td>
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<td><strong>Mobile Active Defense, Inc.</strong></td>
<td>435 Rock Springs Road N.E.</td>
<td>Atlanta</td>
<td>GA</td>
<td>1.877.425.6623</td>
<td></td>
<td><a href="http://www.mobileactivedefense.com/">http://www.mobileactivedefense.com/</a></td>
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<td></td>
<td>435 Rock Springs Road N.E.</td>
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<td><strong>MobileIron</strong></td>
<td>415 East Middlefield Road</td>
<td>Mountain View</td>
<td>CA</td>
<td>1.650.919.8100</td>
<td>1.877.819.3451</td>
<td><a href="http://www.mobileiron.com/">http://www.mobileiron.com/</a></td>
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<td>415 East Middlefield Road</td>
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<td><strong>Motorola Solutions, Inc.</strong></td>
<td>1303 East Algonquin Road</td>
<td>Schaumburg, IL</td>
<td>60196 USA</td>
<td>1.847.576.5000</td>
<td></td>
<td><a href="http://www.motorolasolutions.com/">http://www.motorolasolutions.com/</a></td>
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<td></td>
<td>1303 East Algonquin Road</td>
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</table>
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- **OpenPeak**
  1750 Clint Moore Road
  Boca Raton, Florida 33487
  +1.561.893.7800

- **SAP AG - Walldorf**
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  (früher: Neurottstraße)
  69190 Walldorf
  Phone: +49 (0)6227 / 7-47474

- **SilverbackMDM**
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  Sydney, NSW 2000
  Phone: +61 2 8211 2702

- **Smith Micro Software, Inc.**
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  Aliso Viejo, CA 92656
  +1 949-362-5800

- **Sophos, Inc.**
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  +1.781.494.5800

- **SOTI**
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  Suite 1100, Mississauga,
  Ontario L5R 3G5 Canada
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  [http://www.soti.net/](http://www.soti.net/)

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  Mountain View, CA 94043
  +1.650.527.8000

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