

## Ensure the Success of your Mobility Initiatives with Advisory Services

MobileIron is a platform for moving your organization into the Mobile First world, enabling you to take advantage of productivity gains, improved business processes, increased sales, and greater customer satisfaction. MobileIron's Advisory Services Team can help you better leverage the MobileIron platform to achieve your mobility initiatives. Our Team has deep knowledge of MobileIron products and capabilities coupled with experience working with customers to solve their most critical mobility challenges. Our Advisory Services can be divided into two camps – high-level program development and strategic direction, and in-the-trenches deployment guidance. With both, we aim to ensure that you get the most out of your MobileIron investment.

### Program Development and Strategic Direction

These are high-level, strategic engagements designed to bring together the key mobile stakeholders in your organization, determine the goals that will realize value for the business, and help craft your path forward.

#### Mobility Program Development

Mobility Programs vary from relatively straightforward device management and control, the starting point for many customers, to true mobile enterprise enablement, involving cross-departmental coordination, complex security and privacy policies, mobile app development and distribution, multi-OS Bring Your Own Device (BYOD) programs, and global help desk readiness. We bring our experience with and knowledge of our MobileIron customer base to help you clarify short- and long-term mobility goals; build support with key stakeholders by understanding and addressing concerns; develop recommendations as needed for policy and governance process changes, device lifecycle management, app and content lifecycle management, and employee communications and training; and advise on how the MobileIron system can support achievement of long- and short-term mobility goals.

#### BYOD Program Development

The BYOD movement shows no signs of slowing. Based on our experience, there is no one-size-fits-all program – each company must develop a BYOD program that meets their risk tolerance, addresses their liability and financial concerns, and responds to their employees' preferences. We will conduct workshops with key stakeholders to identify BYOD program goals and decision points; review current policies for gaps and improvements; develop program recommendations including devices to support, device lifecycle management approach, modifications to existing policies, Help Desk readiness, employee communications and education, and program rollout and promotion; and present these recommendations to the key stakeholders. Through our BYOD Program Development engagement, you will design a BYOD program that is scalable, supportable, and demonstrates that it meets your organizational goals.

#### Challenge

Effectively enabling mobile initiatives that protect company data, improve employee experience and productivity, and achieve business goals.

#### Solution

Strategic and tactical guidance, best practices, and lessons learned delivered by experienced consultants that allow you to get the most from your MobileIron deployment.

#### Benefits

- Take full advantage of the MobileIron products you have purchased.
- Avoid common pitfalls.
- Learn from others' successes.
- Leverage tools and materials customized for you to make your organization Mobile First.



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## Deployment Guidance

Our Deployment Guidance engagements focus on ensuring that we bring the best practices and lessons learned from across our customer base to your deployment. These engagements are focused on providing you customized tools and guidance to ensure successful deployment.

### **MobileIron Rollout Support**

Whether you are rolling out a new MobileIron implementation, or expanding an existing one to include support for a new OS, a new service, or new functionality, we can provide expertise to help ensure a smooth rollout. Once we understand your goals, objectives, requirements, and timeline, we will help you appropriately plan for the rollout or expansion, avoid common pitfalls, and utilize best practices. We will help surface potential issues through weekly or bi-weekly status reports and help you resolve them and keep the project moving forward.

### **MobileIron Policy Review**

Developing mobility policies and managing their enforcement can be a daunting task for many organizations. The Policy Review engagement involves meeting with key stakeholders to understand your organization's risk tolerance and identify vital concerns, and then determining how your written policies as well as the policies and configurations set up in MobileIron can be improved to match them. Both new and current customers can benefit from a Policy Review.

### **Help Desk Optimization**

How well your Help Desk responds to issues contributes as much to end user experience as a well-designed app user interface or low-touch device registration process. Inadequate Help Desk preparation stalls rollouts. We start by understanding how your Help Desk is structured and organized, current processes and procedures, and your current MobileIron environment, and sharing best practices gathered from other MobileIron deployments. From there, we develop and deliver customized training to match each level of your Help Desk structure, as well as supporting troubleshooting scripts, and resources and training available for continuing education, with the goal of enabling your Help Desk to be self-sufficient.

### **User Communication and Education**

User adoption drives mobile. While an intuitive user experience is critical, it will only get you so far. Especially in organizations with user populations with diverse technology experience. Going Mobile First requires that all your users get on board. A solid communication and education strategy is crucial. Poor communication and documentation also stalls rollouts. We work with you to understand your organizational culture and communication style, identify key employee and organizational concerns, determine appropriate communication and education mechanisms, share best practices and lessons learned from other MobileIron communication initiatives, and develop an execution plan to support the key milestones in the overall deployment plan. We also develop customized communications and education materials, including MobileIron registration instructions, mobility user guides, and FAQs, with the goal of enabling your users to make the most of their new mobility tools from the start.

## About MobileIron

MobileIron provides the foundation for companies around the world to transform into Mobile First organizations.

For more information, please visit [www.mobileiron.com](http://www.mobileiron.com)