

# MobileIron Professional Services: Premium Implementation Service

## What are MobileIron Professional Services?

The MobileIron Professional Services organization provides a comprehensive suite of services and expertise designed to help you take the next step on your Mobile First journey. Our services deliver a holistic, customized approach that helps you achieve the full value of your MobileIron implementation at the lowest possible cost. Whether you need a brief strategic consulting engagement or longer-term implementation support, our proven expertise and best-practice services can help you achieve your goals.



## MobileIron Premium Implementation Service

The MobileIron Premium Implementation Service is designed for organizations that have a mobile strategy in place, but need help with the implementation phase. This service offering provides a best-practice, holistic approach that goes beyond a typical "nuts and bolts" technology deployment. We evaluate the bigger picture of your environment to ensure your implementation process also supports your people and critical business processes.

The Premium Implementation Service is managed by our highly experienced professional services experts who ensure your MobileIron implementation is correctly configured at the start, so you can avoid costly delays and lost business productivity. Our experts will guide you through these implementation processes:

### 1. Planning and Discovery

The process begins with a strategic alignment session, which clarifies your strategic mobility goals, BYOD or multi-OS infrastructure requirements, and how your MobileIron implementation will support them.

### Challenge

- Organizations need in-depth expertise to implement their MobileIron solution.

### Solution

MobileIron's Premium Implementation Service includes:

- Overall strategic planning, guidance, and solution design
- Integration with KDC and configuration of certificate-based authentication to eliminate disruptive password prompts
- Implementation of all MobileIron components
- Documentation and training for IT admins and help desk staff
- Post-deployment session to ensure implementation is meeting expectations and goals

### Benefits

- Best-practice expertise and guidance ensures your implementation is correctly configured and deployed at the beginning.
- Avoid common pitfalls that can derail or delay implementation and increase costs.
- Scalable services help control costs by providing the expertise only when you need it.

## 2. Identify Goals and Timelines

A MobileIron Advisory Services consultant will meet with key stakeholders to outline the organizational drivers, milestones, and deadlines, and guide the development of an implementation plan based on these criteria. The consultant will also help identify essential tasks, responsible parties, dependencies, and due dates to ensure each phase of the implementation is executed on time and within budget.

## 3. Solution Design

After the implementation plan is complete, a MobileIron implementation engineer will then design a complete solution that includes all the required MobileIron components and related integrations.

## 4. Implementation

An Advisory Services consultant will guide the implementation phase and keep you up-to-date on progress with regular status reports. If needed, additional technical resources will be brought in to ensure each implementation phase is completed successfully and on time. An implementation engineer will conduct the installation and configuration of all MobileIron components during the deployment, including the integration of LDAP, Mail Server, PKI/CA, and more. Other services include:

- MobileIron Core and Sentry HA/DR configuration and validation
- Core backup/restore configuration
- Docs@Work and Web@Work configuration and validation with tunneling
- Apps@Work configuration and validation
- Integration with KCD and configuration of certificate-based authentication.
- Basic policy setup and validation of all relevant functionality

## 5. Rollout Preparation

The rollout preparation phase consists of planning the pilot and production deployment phases along with training for both IT admins and help desk staff to ensure all their concerns are addressed. MobileIron consultants will also meet with you post-deployment to ensure your solution is meeting your goals and expectations.

### Take the Next Step on Your Mobile Journey

To find out more about the MobileIron Premium Implementation Service, please contact your MobileIron account representative.

Choose the most experienced team in the industry:  
MobileIron Professional Services

### MobileIron Professional Services

#### Our experience includes:

- Thousands of global deployments in every industry
- Complex on-premise deployments and extensive cloud expertise
- Best-practice approach to delivering and supporting a complete solution that enables business transformation
- Strategic consulting with a proven framework and methodology that delivers consistent results