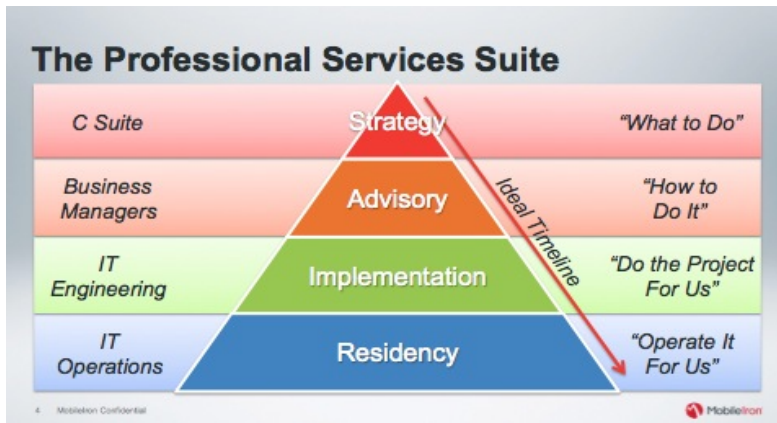


# MobileIron Professional Services: Resident Services

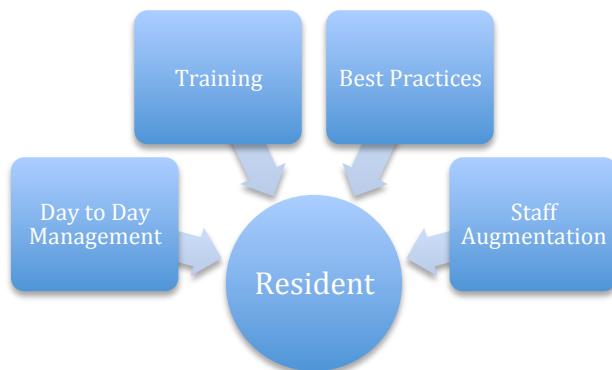
## What are MobileIron Professional Services?

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 Resident Services

Our Resident Services offering pairs our product experts with customers who need help managing, configuring, and operating the day-to-day aspects of the MobileIron solution. Whether you need full-time assistance over the long term, or require only a short, part-time engagement, our resident experts are available to operate, troubleshoot, and optimize all of your MobileIron resources.



*Resident Services: A MobileIron Resource Dedicated to Your Success*

### Challenge

- Need assistance with managing, configuring, and operating a MobileIron implementation

### Solution

Resident Services can include:

- System administration
- Device enrollment and management
- Policy setup and configuration
- Mobile app uploads and distribution
- End-user communication
- Customer help desk escalation
- Diagnose problems
- Elevate tickets to MobileIron support
- Readiness for new product release
- Upgrade testing and validation
- Execute production upgrades
- New feature communication and training
- New OS (iOS and Android) compatibility testing
- Minimum duration: Three consecutive months

### Benefits

- Flexibility: Full-time and part-time engagements depending on customer needs
- Performance: We ensure the performance of your MobileIron implementation is fully optimized to meet your goals
- Support: We work with your existing staff to ensure critical activities such as app deployment and help desk services

## Resident Services Portfolio

The MobileIron Resident is a member of the Professional Services extended team and benefits from the same training and access as the Professional Services engineers. Our Resident Services include:

- **Ongoing system management support:** Our service professionals perform day-to-day system management tasks such as policy configuration and setup, device enrollment prep and assistance, system health status, and other related system maintenance tasks.
- **Upgrades:** We support production upgrades to VSP and Sentry components as recommended by MobileIron.
- **Help desk support:** Our team works with your internal help desk to quickly resolve end-user problems related to MobileIron. We also provide training for help desk and technical staff when new MobileIron products are released or introduced into your organization.
- **Diagnostics and troubleshooting:** We work with your customer IT and datacenter staff to quickly diagnose and troubleshoot MobileIron system performance issues and escalations, including networking and email/messaging. When needed, our experts will work behind the scenes with MobileIron's technical support team for faster resolution.
- **App deployment:** We work with your onsite team to ensure new business-critical apps are uploaded and distributed on time. We also help coordinate app release cycles with appropriate app owners and sponsors.
- **Internal communication support:** We help manage internal customer communications and end-user notifications related to new MobileIron product features or OS releases for iOS, Android, and Windows Phone.
- **Testing and validation:** When new MobileIron products are released, we provide testing and upgrade validation prior to going into production. We also ensure new mobile OS releases, such as iOS or Android, and device releases, such as iPhone or Samsung Galaxy, are fully tested and validated to ensure seamless interoperability with your infrastructure.
- **Recommendations:** We also provide education about new MobileIron product features and help you determine which ones offer the best fit for your organization and business goals.

## Learn More

To find out more about this service offering, 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

