MobileIron ActiveSync Management

The largest companies in the world trust MobileIron as their foundation for Mobile IT. Available as a highly-scalable on-premise or cloud solution, MobileIron was purpose-built to secure and manage mobile apps, documents, and devices.

As mobile user preferences evolve, a key Mobile IT requirement is to support a broad array of devices, from legacy to mainstream to next generation.

Choosing the Right Security Solution

Most global organizations are choosing iOS, Android, and Windows Phone 8 as their next generation mobile platforms. These organizations use the MobileIron Advanced Management solution to secure corporate data.

However, some older mobile platforms, like Windows Mobile and Symbian, might still be a vital part of a company’s mobile mix. Other mobile platforms, like Windows 8 RT, are new and still have evolving security and management frameworks. MobileIron secures these platforms through ActiveSync-based policy management in the MobileIron ActiveSync Management solution.

Supported Operating Systems

MobileIron ActiveSync Management supports the following operating systems:

- Symbian
- Windows Mobile
- Windows Phone 7
- Windows 8 RT
- BlackBerry10

Note that Windows Phone 8 is supported, like iOS and Android, through the MobileIron Advanced Management solution, not through ActiveSync Management.

Capabilities

MobileIron ActiveSync Management can support the following actions and policies:

- Remote wipe of a device
- Configuration and enforcement of device-level password policy
- Lockdown of text messages, POP/IMAP email, desktop sync, and browsing
- Enforcement of device encryption
- Restriction of the number of mobile devices allowed per mailbox

MobileIron ActiveSync Management is a set of server-side functions that remotely trigger the above actions on the device. No MobileIron client is required on the
device. However, the functions supported by the device will vary by device type because ActiveSync implementations themselves vary by device type. See the “What is ActiveSync?” section below for more information on how ActiveSync policies work and are implemented by device manufacturers.

Organizations buy MobileIron ActiveSync Management for devices not supported by their existing MobileIron Advanced Management deployment. Note, however, that ActiveSync Management relies on MobileIron Sentry being installed. Sentry is included in the Advanced Management solution. Sentry is an intelligent gateway that secures enterprise email and also provides the mechanism for delivering ActiveSync Management commands to the device.

What is ActiveSync?

ActiveSync is an XML-based protocol developed by Microsoft. It is primarily used for the synchronization of email, contacts, calendar, tasks, and notes from a back-end email server, like Exchange, to a mobile device. However, ActiveSync also supports several basic security functions for protecting data on lost devices. MobileIron ActiveSync Management enables the use of these functions for baseline security.

ActiveSync is licensed by Microsoft to third-party developers and platform providers, like Apple and Samsung. However, each licensee can implement a different subset of the protocol, and so the security policies supported can vary substantially by device type. When MobileIron sends ActiveSync commands to the device, whether or not that device can interpret them depends on the specifics of the device manufacturer’s ActiveSync implementation. For example, remote wipe through an ActiveSync command is available across most mobile platforms, but browser restrictions are not.

About MobileIron

The leader in security and management for mobile apps, documents, and devices, MobileIron enables global companies to become Mobile First organizations, embracing mobility as their primary IT platform to transform their businesses. More than 4,000 companies rely on MobileIron’s scalable architecture, rapid innovation, and best practices for their mobile initiatives.

MobileIron ActiveSync Management provides baseline security for ActiveSync-enabled mobile platforms such as Symbian, Windows Mobile, Windows 8 RT, and BlackBerry 10.

Customer Perspective

Apps: “MobileIron has been a very strategic platform for us to support and manage our mobile devices and apps.”
Life Technologies (Life Sciences)

BYOD: “MobileIron provides exactly the framework we needed to let our people use the device of their choice.”
Thames River Capital (Financial Services)

Innovation: “MobileIron is helping us become a technology innovator.”
Norton Rose (Legal)

Multi-OS: “We needed a truly multi-OS solution. MobileIron was without doubt the most comprehensive.”
Colt Car Co. / Mitsubishi (Automotive)

Scale: “[MobileIron] did a great job not only helping us getting the product scaled, but also fixing any kind of issues.”
Lexington School District (Education)

Security: “In our sector, the right mobile security solution is not a nice to have, it’s mandatory.”
National Health Service (Healthcare)

Support: “In this day and age of bad customer service, my experience with MobileIron has been consistently great.”
City of North Vancouver (Government)

User experience: “MobileIron’s strength is its ease of use for iPad owners.”
KLA-Tencor (Technology)

*Planned for an upcoming release

Gartner, Inc., Magic Quadrant for Mobile Device Management Software, Phillip Redman, John Girard, Monica Basso, May 17, 2012. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner’s research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.


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