

Mobile Security

Mobile Device Management

Mobile Application Management



AirWatch Simplifies Enterprise Mobility™

As advanced mobile devices and applications become critical to an organization's success, IT is challenged with efficiently managing device activation, configuration, security, application management, end-user support, and full lifecycle management across the enterprise. AirWatch™ provides a comprehensive mobile security, device management and application management solution to simplify these processes across multiple device types and mobile operating systems in one single console.

Feature Highlights

Enrollment

- ▶ Activate multiple users and devices in scale via customizable SMS, email and URL options
- ▶ Authenticate using Directory Services (LDAP/AD, Domino), smart-cards, tokens or SAML
- ▶ Automate the configuration of policies, settings, certificates and access to enterprise services
- ▶ Provision internal, purchased and recommended public apps via a custom app catalog
- ▶ Provide self-service user activation and device registration

Configuration

- ▶ Streamline asset management across corporate, employee-liable and shared devices
- ▶ Automate profile distribution by user roles, groups or device types
- ▶ Configure corporate policies, settings, certificates and access to email (Exchange, Traveler, BPOS-D, Office365, Gmail), VPN (IPsec, Juniper SSL, F5 SSL, Cisco AnyConnect) and Wi-Fi services
- ▶ Provide self-service options, including passcode reset, device locator, lock and wipe, compliance monitoring, app requests and support

Security

- ▶ Allow or block devices connecting to corporate email based on policies
- ▶ Audit devices for compliance with corporate policies, settings, apps, third parties and more
- ▶ Detect compromised devices and set up automated business rules for responding to security threats
- ▶ Configure privacy policies based on device ownership

Applications

- ▶ Distribute and update enterprise apps through an HTML or native app catalog
- ▶ Limit selection, recommend and ease the distribution of publicly available apps
- ▶ Manage app inventory, black lists, compliance policies and automated rules for managing violations
- ▶ Simplify the distribution and management of apps purchased through the Volume Purchase Program
- ▶ Build custom apps leveraging SDK features such as single sign-on, app passcodes, app lock and wipe

Monitoring

- ▶ Track data and roaming usage against pre-defined thresholds, and alert user/IT before overages occur
- ▶ Set up console, email or SMS alerts for specific device or network actions, user actions or system performance
- ▶ Generate 100+ customizable reports with automated distribution across the IT team

Support

- ▶ Perform device diagnostics remotely to identify issues
- ▶ Provide remote assistance to mobile users and communicate from the console via SMS messaging
- ▶ Provide users with remote management capabilities through a self-service portal
- ▶ Manage troubleshooting cases and system incidents using an integrated case management system

Why We're Different

Cross-platform solution

AirWatch is the industry's most comprehensive solution for the enterprise. With AirWatch, IT administrators can centrally deploy, secure, monitor, manage and support corporate and employee-liable mobile devices across all major operating systems.

Highly scalable

AirWatch's highly scalable solution is designed to support an unlimited number of devices and mobile data. Leveraging enterprise-class servers in state-of-the-art, highly secure data centers, AirWatch scales quickly and efficiently as your mobility initiatives expand.

Secure role-based access

AirWatch secures console access using custom roles integrated with enterprise Directory Services. A user's role can be tied to a specific device group (tier) and defines the capabilities available to that user. AirWatch provides a detailed audit trail of users accessing the system and of events and actions taking place.

Secure Email Gateway

The Secure Email Gateway monitors every device interaction with your corporate email infrastructure to identify any exceptions or threats. Its flexible rules engine allows or blocks devices using white lists and black lists or manually based on exceptions.

Intelligent notifications

AirWatch notifies IT departments when a pre-defined incident occurs via email, text or dashboard message. To minimize impact on IT operations, AirWatch can be configured with business rules to proactively respond to specific incidents affecting security or compliance.

SDK developer toolkit

AirWatch offers the industry's most developed SDK library for building secure enterprise apps featuring advanced MDM capabilities.

Mobile telecom management

AirWatch enables companies to reduce wireless expenses through real-time monitoring and alerting of roaming status across iOS devices, regardless of carrier or location.

Web-based (HTML 5) console

The AirWatch console is accessible over the web and optimized for PC or tablet browsers. AirWatch leverages the latest HTML 5 standards to provide an intuitive user interface with customizable branding and dashboards, advanced filters, searches and fast data processing.

Multi-tenant architecture

AirWatch's multi-tenant architecture allows for one instance of the software to support multiple organizations (tenants) or groups within a large organization. Each tier (tenant) provides an additional layer of security, configuration, customization and access control.

Enterprise app catalog

AirWatch enables IT administrators to centrally deploy, manage and secure internal and public apps via a custom app catalog. Only compliant users can view, download and update enterprise apps as well as access purchased, recommended and blacklisted public apps in iTunes.

Enterprise integration

AirWatch's seamless integration with key enterprise systems such as SCEP, PKI (CA), Directory Services, email and VPN enables companies to leverage existing data to manage users and devices. AirWatch offers its own APIs for additional integration of data across BI tools and other enterprise systems.

Robust reporting

AirWatch generates actionable, results-oriented reports and provides automated distribution to IT-defined lists. Enterprises can choose from AirWatch's extensive library of 100+ reports and customize reports based on specific data elements captured in the system.

Multi-lingual console

AirWatch enables global enterprises to set a preferred language at the location group level and even edit fields within the application with custom values.

Flexible Delivery

On-premise

AirWatch can be deployed, managed and maintained on-premise using dedicated hardware or virtualized environments. This delivery method provides the most control, flexibility, scalability and integration with enterprise systems.

Appliance

The AirWatch appliance includes all the software licenses and hardware components needed for a turnkey enterprise deployment. The appliance is quick to install, easy to maintain and provides the benefits of an on-premise deployment.

Software as a Service (SaaS)

AirWatch is available in both a shared hosted or dedicated hosted environment for enterprises deploying SaaS. AirWatch leverages multiple redundant data centers, best-in-class hardware, high availability and an Atlanta-based network operations center to support its SaaS customers.

Support and Services

Implementation Services

AirWatch offers the technical knowledge, industry experience and resources to ensure a successful implementation across any organization. Regardless of the deployment method or scale, implementing AirWatch is a streamlined process due to the solution's elegant design and the company's highly defined implementation methodology.

Technical Support

AirWatch provides technical support for all customers from its corporate headquarters in Atlanta, Georgia. Depending on the level selected, customers have access to the following services: online support portal, standard, extended or 24/7/365 support, fast response times, dedicated support contacts, online, remote and on-site upgrade support.

Professional Services

AirWatch offers a full array of professional services to support enterprises with requirements that go beyond implementation services and technical support. AirWatch technical experts are prepared to help you assess technology needs, provide on-site training, mobility best practices, integration services and ultimately maximize the ROI of your solution. Organizations using AirWatch services benefit from the company's deep domain expertise and experience in building, implementing and scaling enterprise software solutions.