Unique Micro Design Newsletter


UMD Mobile Device Management — SOTI

Business operations can be complicated, with many mobile devices to manage. Concerns like downtime, compliance and security are at the forefront, which makes mobility management a top priority.

Are you looking for a streamlined Mobile Device Management (MDM) solution that securely manages all your devices? Look no further than UMD's MDM Support Service. UMD can take care of your mobility management requirements, using SOTI as the Mobile Device Management tool, overlaid with UMD Services. This service is part of UMD's After Sales Support Program.

Our Technical Support Team has had years of experience with SOTI MDM. SOTI MDM provides UMD with remote device control and visibility over our client's devices, allowing us to proactively recommend which updates are critical to apply immediately to boost device performance, security, compliance or worker performance. This insight helps minimise your risk and allows our team to act in close to real time.

## What UMD's MDM Support Service Can Do For You

- Issue resolution
- Escalation management
- Upgrade firmware, optimising system performance
- Install and update applications
- Secure remote control of mobile devices
- Compatibility with over 200 device manufactures (including wearables and vehicle mount computers), throughout their entire lifecycle
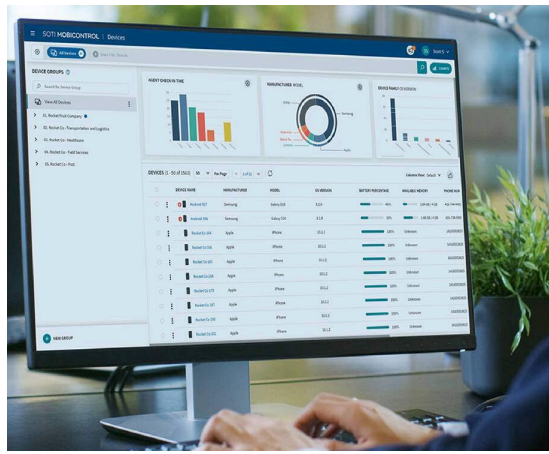
You will also have access to UMD's Support Desk, to log requests.

In addition to SOTI MDM, UMD's Support Service is available as either a subscription or ad hoc basis. This service includes:

- Access to UMD's Support Desk. Raise tickets of issues (hardware and software)
- System status, health check and device reports
- Minor application updates
- Device configuration and management
- Subscription option: Support by UMD personnel for 8 hours incident support per month (additional charges apply beyond this limit).
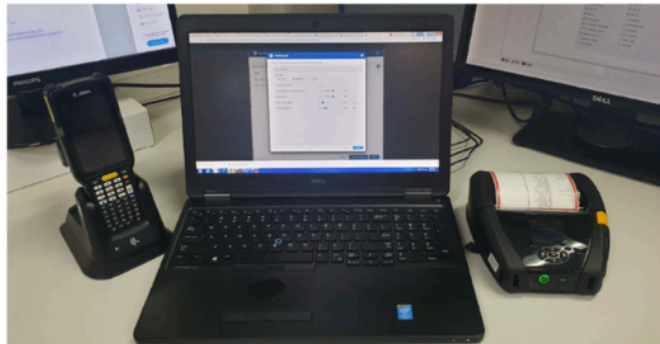

Secure remote device control is particularly important for a fleet of devices. SOTI MDM makes it easy for UMD to provide remote support for your devices, rolling out updates that are all the same across a fleet.
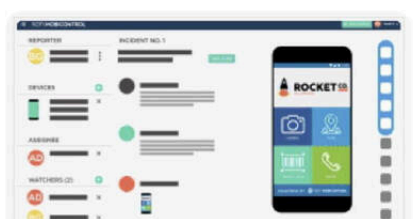
## Powerful MDM Features For Productivity & Device Safety
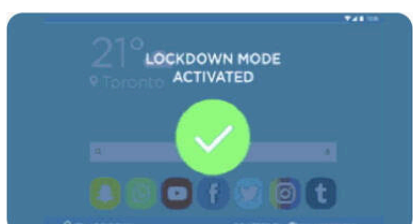
Lockdown Mode: Restrict apps to business-critical apps, ensuring worker productivity. Prevent workers changing device settings or installing malicious apps.
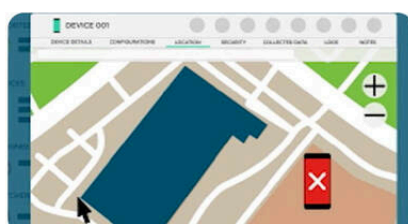
Geofencing: Grant access to specific features when devices enter a location-based geofence, and remove access when devices exit.

Incident Management: Troubleshoot by remote controlling device, document issues with screenshots and video recording.
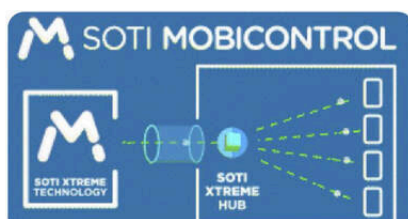
Fast App Distribution: Speed up the time it takes to distribute apps and data to devices that your workers are counting on to get the job done.

Overcome The Risks Your Devices May Be Facing

Recently reported hacks targeting Australian Government and private sector networks by State-based actors (read more here) have allegedly achieved their goal by exploiting vulnerabilities in networks through devices and network infrastructure that were no longer maintained or had outdated security.

This simply highlights how a vulnerable device can be used as a back-door entry into your businesses database, possibly leading to stolen or compromised data. Information your customers trust you to maintain.

SOTI MDM is a leader in its field, allowing support teams to easily maintain and update devices, from their operating systems to applications with little or no user involvement or impact.