MOBILITY SERVICES
Guiding You Through the Complete IT Lifecycle

WHY USE INSIGHT’S MOBILITY SERVICES?
- Prepare for a new mobility initiative or improve the processes and infrastructure already in place by taking advantage of Insight’s Mobility Workshops and Architecture Assessments.
- Comprehensive Mobility Device Management solutions that provide asset and application management along with device security.
- Consolidate multi-carrier purchasing through Insight and reduce the overhead of day-to-day management.
- Reduce costs by streamlining the configuration process and deployments of mobile devices.
- Provide a higher level of mobile device and server support with Insight’s Service Desk and Remote Server Administration Services.
- Quickly get users with defective or lost devices up and running with Insight’s Device Hot Swap Services.
- Streamline the deployment of Embedded Wireless devices allowing Insight to manage the complete activation process.
- Simplify and minimize costs by refreshing your mobile devices with Insight’s Disposal Services.
- Deploy and integrate Macs, iPads, and iPhone devices into your enterprise environment. Insight will provide best practice integration, management and security recommendations with knowledge transfer to your technical teams.

MOBILITY OVERVIEW
Insight’s unique Mobility Solution provides the product and services required to address the most critical Mobility, Bring Your Own Device (BYOD) and Choose Your Own Device (CYOD) challenges impacting corporations today and those on the horizon.

We provide end-to-end solutions, combining our expertise in Wireless LANs, Security, Device Management, Mobile hardware and software with world-class service capabilities. Wherever you are in your wireless or mobility initiative, we can help you execute the right strategy to get to the next level and realize quick ROI.

The mobility professionals at Insight work with your team to customize your choice of services that meet your requirements and will exceed your expectations. Components of our mobility solutions can be provided individually or as part of a larger solution. Features of the service include:

- Mobility Workshops
- Architecture Assessments
- Wireless LANs
- Network Access Control
- MDM Implementation & Optimization
- Embedded Wireless Activations
- Device Configuration
- Carrier Fulfillment & Administration
- Service Desk
- Remote Server Administration
- Device Hot Swap
- Disposal

MOBILITY WORKSHOPS & ARCHITECTURE ASSESSMENTS
Embark on a new mobility initiative or optimize the architecture and infrastructure already in place. Insight’s Mobility Workshops and Architecture Assessments provide a mobility professional to evaluate the BYOD, CYOD and Mobility goals, specific to your business, as well as industry challenges and trends. Employing a comprehensive approach to lower total cost of ownership, our professionals help you assess business dependencies, security, scalability, and device management. The results are actionable recommendations you can use to develop a tactical and strategic roadmap to successfully execute your wireless or mobility goals efficiently and effectively.

WIRELESS LANs & NETWORK ACCESS CONTROL
Deploy, integrate, and optimize WLANs and Network Access Control. Insight’s Wireless LAN and Network Access Control services will help you manage the unique requirements and growing numbers of tablets and smartphones that have made Wireless LAN performance a top challenge. The new security risks require improved Network Access Control to provide the security and visibility needed to make BYOD, CYOD and Guest Services a competitive advantage. To control costs and policy, an integrated MDM, Wireless LAN and Network Access Control Architecture is required. Insight provides the complete solution to deploy, integrate and optimize Network Access Control and WLANs.

MDM IMPLEMENTATION & OPTIMIZATION
Install or optimize the device management products needed to secure and support the devices in your environment. Insight’s implementation and optimization services will provide a professional engineer to perform a system health check or assist in the installation of a cloud or on-premise MDM solution. Engagements include policy set up, server configuration, system testing, SCEP integration, software upgrades, overview of the management console and much more. Overall project management is provided to ensure business and technical requirements are met and each project will conclude with a knowledge transfer to review best practices.
EMBEDDED WIRELESS ACTIVATIONS
Activate and deploy wireless devices to your end users using a customized process tailored for your business. Insight’s Wireless Embedded Activation Service is a value-added service for wireless embedded laptops, notebooks, netbooks, tablets, routers and scanners. This service includes no cost project management, wireless service activation, technical support and comprehensive reporting. The activation service is frequently augmented by our no-cost project management; ISO 9001-2008 Lab integration services, enabling Insight to field the total mobility solution to your end users.

DEVICE CONFIGURATION
Deploy wireless devices configured to meet your business specifications. Insight’s Device Configuration Service offers zero-touch device deployment using state-of-the-art configuration labs, which eliminate the need for additional configuration and customization by IT or end users. Services include asset tagging, device settings, OS upgrades, etching, custom screen savers, application installs, middleware setup and more.

CARRIER FULFILLMENT & ADMINISTRATION
Consolidate and streamline wireless procurement and day-to-day management of multiple carriers. Insight’s Carrier Fulfillment and Administration Service encompasses procurement, activation, rate plan changes and deactivations. Insight has partnerships with all of the major carriers and can reduce overhead by managing all wireless carrier activity on your behalf.

SERVICE DESK
Support, manage, and resolve device issues effectively and efficiently. Insight’s Service Desk offering provides a cost effective, 24x7x365 staffed solution with the flexibility and scalability to meet your needs and assist your end users. Our agents will assist with all mobility needs including device troubleshooting, basic feature and function support, email account assistance, case reporting, and carrier management.

REMOTE SERVER ADMINISTRATION
Maintain and monitor the mobility servers in your environment. Insight’s Remote Server Administration Services provide the tools and processes necessary to remotely install and upgrade applications, configure changes, apply software updates and patches, enforce security and policy settings, and troubleshoot issues and more. Our teams of dedicated agents provide 24x7 continuous monitoring.

DEVICE HOT SWAP
Replace lost or broken devices with ease. Insight’s Device Hot Swap Services enable quick replacement using a pool of devices that can be sent to end users in the event of an emergency based on your business policies and standards. Adhering to strict, agreed-upon Service Level Agreements (SLAs) Insight will deliver business devices, configured to your exact requirements.

DISPOSAL
Dispose of assets entirely, remarket them, prepare them for deployment or trade them in. Insight’s Disposal Service makes the process simple, secure and cost-effective. We ensure you are disposing of assets in a secure and environmentally sound way, using EPA disposal procedures and eliminating data according to U.S. Department of Defense process standards, when requested.

Contact your local Insight representative or send an inquiry to mobilityservices@insight.com.

SUCCESS STORIES
Global Technology Company
- 3,400 mobile devices managed with various operating systems
- Streamlined and centralized ordering for all major carriers
- Advanced, technical help desk solution to support multiple email platforms for mobile devices
- Streamlined device configuration and device replacements for end users
- Supported hundreds of international end users in over 50 countries

Cable Company
- Management of over 5,000 devices
- Procurement managed via client’s internal Remedy Ticketing Management System
- Centralized procurement of devices and accessories
- Day-to-Day Management of all rate plan changes and deactivations