



## Workspace as a Service + Intelligent Managed Services

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# Welcome to a world where business, personal, tablet, desktop and the internet of things integrate seamlessly.

*Successful organisations understand the difference that effective mobilising solutions can make to all levels of business.*

From improved communication to enhanced staff engagement, increased performance, intelligent managed services can simplify operations, streamline processes and boost productivity. However, delivering services that can flex with the your demand in your workforce and the very changing technology landscape is a complex task – which is why you need experienced people and proven processes, particularly as the needs of an organisation inevitably change. Mobilise IT has the ability to customise a managed service solution for a single group or implement it across your entire business, with truly scalable and world class capability.

As companies embrace mobile, cloud and internet of thing (IoT) technologies, they're also adopting this new approach to managing traditional Windows 10 tablet, notebook and desktop devices within the same framework: Workspace as a Service (WaaS). WaaS from Mobilise IT utilises the same modern EMM framework that manages Apple iOS and Google Android vices to manage everything from Windows and OSX from MDM, scripting, DEP, bootstrap package deployment, OS update management, PKI integrations through to centralized policies, replacing the current costly and cumbersome approach to a SOE. Our customers not only simplify management, improve security, deliver updates with speed and efficiency and an overall better user experience, our customer significantly lower the TCO.

## **Seamlessly bring your own, choose your own and internet of things technology services from all key technology vendors.**

Mobilise IT's service desk removes the BYOD, CYOD or IoT barrier by providing users with a world class, technology agnostic service desk irrespective of your fleets manufacture(s) and or operating system(s) composition. Mobilise support agents are experienced in delivering the highest most consistent level of service to your user's anytime and anywhere in the world\*.

## **Constantly evolving**

Today's enterprise, mobile and workforce productivity applications require help desk services to deal with a vast range of smartphone, tablet, notebook and desktop operating system challenges. The ability to deliver a consistent end user, device management infrastructure, network connectivity, staging, device, and application support service calls for significant resource commitment, in a day to day evolving technology stack is beyond the reasonable reach of most IT department service desks even in the enterprise. Mobilise IT feature rich managed services solution deliver all of the mission critical services via a single and unified platform, allowing internal IT resources to focus on innovation and growing the business.

## **Fine-tuned and elastic**

Our managed service solutions are precisely configured to the exact requirements of each organisation, division and or individual user. The Prisma platform allows IT administrators to deliver the precise level and type of service, entitlements and features required by each user. Scale up and back down without complexity add 100's or 100's of users without delay or penalty.

## **End to End**

A fully serviced enterprise mobility platform encompasses Mobile Managed Services (MMS), Mobile Infrastructure Services (MIS) and Mobile Application Services (MAS). Mobilise IT is the only company in the Asia Pacific region offering a complete solution across these three key mobile IT practices, and our coverage and support of Gartner's Magic Quadrant vendors is second to none.

## **One number, one point of contact 24x7**

Our expert team supports every facet of managed service, managed infrastructure and managed apps with a service desk available to answer queries on vendors, carriers, services, device procurement, warranties and more. 24x7x365 support is just a phone call away ensuring reduced staff downtime in every time zone.

*Mobilise IT has the ability to customise a managed service solution for a single group or implement it across your entire business, with truly scalable and world class capability.*

# The Prisma difference

*The Prisma platform and intelligent agent installed on all customer devices enables our service desk team to deliver a tailored service to each user with pin point accuracy and efficiency.*

## Our world class Prisma platform

Prisma, our industry leading integrated managed service platform, is a live pulse between you and your workforce.

We know that placing the support and care of your users and technology fleet, the lifeblood of any company, in the hands of any external 3rd party is a daunting task. The questions you will be asking is will this company provide a better service than we can to our own users? Will it cost us an arm and a leg to keep head of the technology curve? Is the service agile? These are all valid concerns, we built Prisma because we know that outsourcing the care and management of your users and fleet is 90% trust and 10% technology. The Prisma platform places visibility, control and information back in the hands of the customer.

## Prisma allows executives, managers and administrators to see in real-time:

- The performance of their users, technology fleet and applications
- How we are performing day in day out according to our agreed service level agreement
- Service desk interaction by user, group, location and technology type
- Real-time feedback on the quality and performance of your technology assets and investments
- Technology benchmarking
- Service benchmarking
- A world of information and analytics.

## Intelligent Managed Services



# Prisma Modules at a glance

By combining traditional, personalised services with our latest Prisma technology, we can determine the exact service and supports requirements for each user. Our digital assistant Prisma Concierge, installed on each device, will deliver feedback to our service desk in the most convenient way, while accurately extracting information from the device to pinpoint user issues as they occur.

## Prisma Unify

Nominated managers and administrators can access our self-service procurement, ticket request and mConcierge management portal for real-time information. Service tickets and all user activities can be broken down into a 'deep dive' analytical structure, which creates intelligent feedback services and valuable tailored reporting.

## Prisma Clarity

The ability to provide a world class managed service and service desk is contingent upon accurate information about users, assets and services. Prisma achieves this through its integrated asset management, keeping one step ahead and improving efficiency.

## Prisma Concierge

Concierge automatically stores all service desk numbers and routes users to the appropriate service desk team within Mobilise IT. Where possible, users will be connected to the last person they spoke to regarding their support request. Concierge removes the need for users to wait in multiple support queues and intelligent routing means minimal on hold time and faster support.

## Prisma AssistMe

Device remote control for ultimate end user device and application support.

## Prisma GuideMe

Employee portals such as HR hyperlinks to important information and online resources can all be distributed, updated and maintained within Concierge interactive FAQs and HTs.

## Prisma Modules



# Managed services at a glance

Although there are a number of managed services solutions in the market today, Mobilise IT delivers the most comprehensive offering. So why contract with multiple organisations when you can access the complete set of services from Mobilise IT?

	Industry	Mobilise IT
Carrier Services Moves, Adds, Changes	✓	✓
EMM (MDM) Services	✓	✓
Procurement	✓	✓
Hardware SOE Staging, Refresh & Disposal	✓	✓
Device Hardware & Software Support (Optional 7x24x365)		✓
EMM Platform Management		✓
EMM Infrastructure Management		✓
Application Management (MAM)		✓
Telecommunication Expense Management (TEM)		✓

## Sourcing and logistics management

Our strategic approach to sourcing and logistics covers the systems and services used to purchase, provision and activate mobile network services and mobile devices. Typically included in these services is a portal-based service catalog with self-service capabilities for corporate-liable devices and BYOD users (for example, device acquisition or upgrade, local number portability, service plans and report lost/stolen). Forward and reverse logistics support includes:

- staging and kitting,
- depot repair,
- advanced replacement,
- recycling, and
- device cascading.

## Mobile service management

Our detailed management includes the systems and services for inventory mobile network contracts and mobile devices. Mobile service management may also audit and log users' mobile network service usage and related performance and availability. It may assign qualitative and quantitative ratings to mobile network operators relating to negotiated service-level agreements.

Additionally, mobile service management offers the ability to audit and optimise spending on mobile network services, based on the ongoing inspection of contracts, standing inventories and call details.

## Device and system management

Our device and system managements includes the systems and services that:

- make device-specific information visible,
- measure device performance and yield health diagnostics,
- manage and optimise connection options (cellular, hot spot and Wi-Fi),
- establish process control, and
- apply consistent change and revision management processes and methodologies.

The ongoing support of EMM servers is also part of this scope.

In addition, the managed service category includes service desk and help desk capabilities to address users' technical requests for company devices (for example, Level 2 and Level 3 help desk) and BYOD. These services may include decommissioning and asset destruction and recycling.

## Application and collaboration management

This includes the systems and services to enable enterprise collaboration, as well as mobile application distribution and updating (such as updates, upgrades and patches/fixes) across diverse devices and OSs.

This service offering often includes release and change management, as well as incident and problem management of commercial off-the-shelf mobile applications. Similar services may also be provided for proprietary/customised applications.

## Security and content management

We understand that security is a high priority for all businesses, which is why we offer a robust content management system. This includes the systems and services to administer and enforce rule-based policies relating to the access and consumption of corporate resources and content through authentication, encryption, containerisation, and enterprise file synchronisation and sharing (EFSS).

These policies may also help to define resource entitlement, such as the type of device, service plans and the allowance of third-party apps on devices (for example, blacklist/whitelist). Requests for release and change management related to security and content management in a MMS contract are most often controlled by the service provider unless the user requests root access.

## The bottom line

Mobilise IT MMS services are priced per device per month, including all project and consulting based services. MMS Service customisation or platform integration services may attract additional charge.



**Prisma.**  
Unify

## Efficient, Reliable, Productive.

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**Mobilise IT**