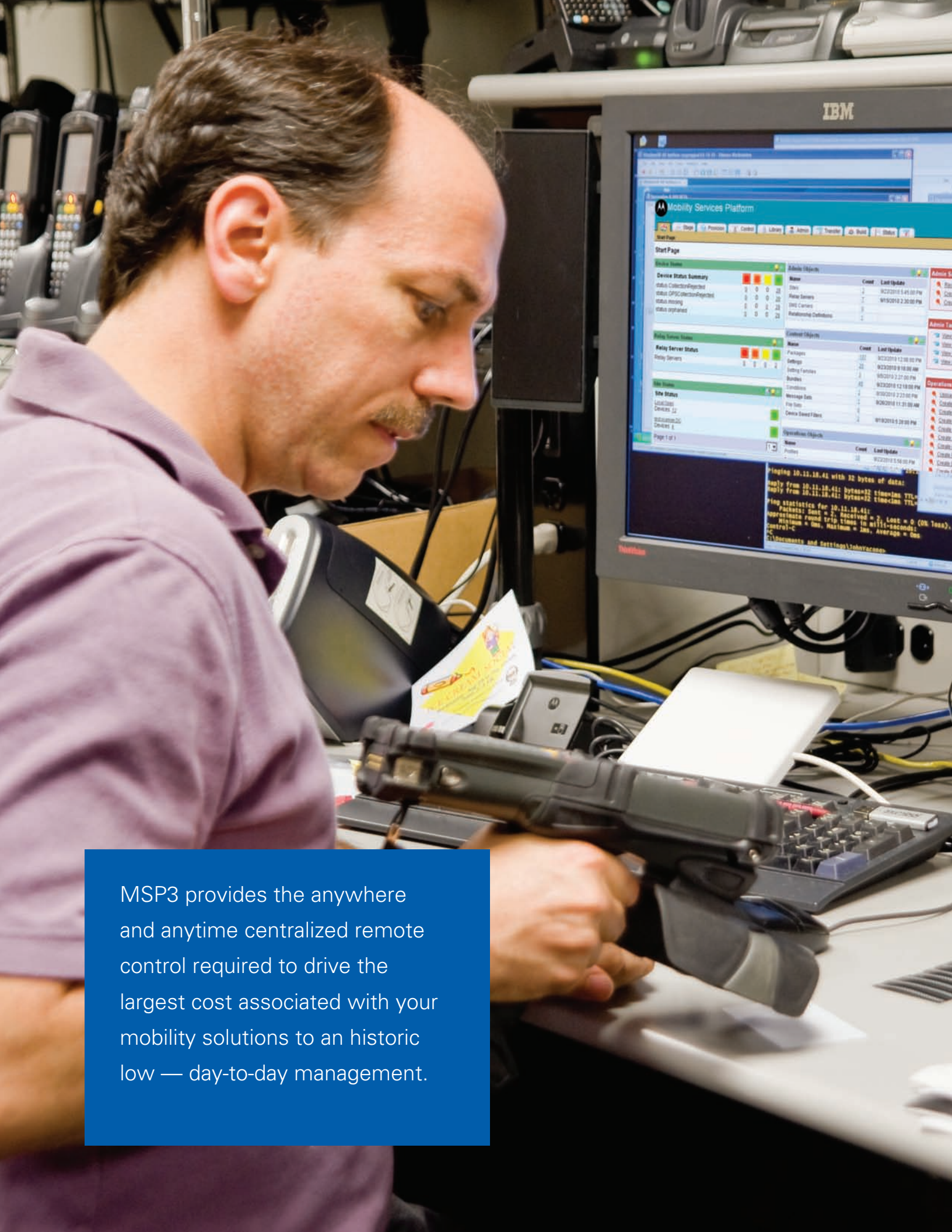




Mobility Services Platform 3

Comprehensive centralized management
for mobile devices and peripherals



A man with dark hair and a mustache, wearing a purple polo shirt, is seated at a desk in a technical environment. He is looking at a large IBM monitor displaying a 'Mobility Services Platform' interface. The interface includes sections for 'Device Status Summary', 'Policy Server Status', and 'Site Status'. He is holding a black handheld device, possibly a barcode scanner or a specialized communication device, over a keyboard. The background shows various pieces of electronic equipment and cables.

MSP3 provides the anywhere and anytime centralized remote control required to drive the largest cost associated with your mobility solutions to an historic low — day-to-day management.

TAKE COMPLETE CONTROL OF YOUR MOTOROLA AND NON-MOTOROLA MOBILE DEVICES... THEIR PERIPHERALS...AND YOUR MOBILITY MANAGEMENT COSTS

The mobility management challenge. With mobile computers in hand, your workers have everything they need to conduct business anywhere and anytime, driving your productivity, efficiency and customer care levels up. But managing those devices and their peripherals is not only time-consuming, it is also the largest cost associated with any mobility solution. And while there are management solutions available today, they are point solutions for specific manufacturers or operating systems, forcing you to restrict your device choices or deal with the complexities of multiple management solutions.

The solution — one management system for all your mobile devices. Drive your mobility management costs to a new low with Motorola's Mobility Services Platform 3 (MSP3), the world's most complete mobility-wide management solution. MSP3 forges new ground by providing centralized control of Motorola and non-Motorola mobile devices and their peripherals — including Microsoft Windows Mobile, Apple iPhone® and Android™ based mobile devices, mobile printers and more.

Now, you can automatically stage mobile devices for use right out of the box, complete with applications, settings, device configurations and even dynamic information such as user name and password — all with no hands-on from either IT or your users. Once deployed, MSP3 becomes your watchdog, automatically checking devices and performing any updates required to make sure your mobile devices and their peripherals always have the right software, configurations and settings. Visibility into a wealth of metrics for your devices, their peripherals and the networks they operate on allows IT to proactively spot and correct issues before your users are affected. And when a device issue does occur, IT can remotely control the device to rapidly identify and resolve issues without any user interaction, minimizing downtime and protecting user productivity.

The result? A dramatic reduction in the time required to manage your mobile devices and peripherals. A dramatic reduction in the overall cost of your mobility solutions. And an IT department that can dramatically increase their capacity, able to manage thousands of devices and still have time to research and implement new strategic technology initiatives that will sharpen your competitive edge.

Three modules for end-to-end management

Three modules provide complete control of your mobile devices and their peripherals from the moment they arrive until the day they are retired. MSP3 Stage Edition provides powerful remote 'touchless' staging of your devices and peripherals. MSP3 Provision Edition includes all of the functionality of MSP3 Stage Edition, plus the ability to set and automatically enforce policies that keep your devices updated with the latest software, settings and more. And MSP3 Control Edition includes all the functionality of MSP3 Stage and Provision Editions, adding monitoring and remote control of mobile devices and peripherals for proactive device management and everyday troubleshooting. This modular approach allows you to purchase the functionality you need today, and easily add capabilities as your needs grow and change.



End-to-end pushbutton control. MSP3 gives you complete pushbutton control over your devices and peripherals from a single centralized command center — no hands-on required. At the press of a button IT can stage any number of devices, anywhere in the world. Another press of a button updates the software and settings on all your devices, regardless of whether they are connected to a wireless LAN or a cellular network. Constant visibility into the richest set of metrics available — including the mobile devices, peripherals, and Wi-Fi, cellular and GPS networks — allows proactive management of developing issues before users are impacted. And when a device problem occurs, IT can take complete control of the mobile device to troubleshoot and resolve the issue.

MSP3 Stage Edition: True touchless staging

Preparing devices for initial use traditionally requires a lot of hands on — and hundreds of hours. Operating systems and applications must be loaded. Application and device settings must be configured. And user and device specific information must be created and loaded — such as security certificates, user ID and passwords.

MSP3 Stage Edition eliminates the need to physically handle devices to complete the staging process. With the MSP3 client resident on your mobile devices, your IT personnel can completely stage devices for use right out of the box — no touching required by either IT or your users. An automated template-based 'package' identifies all the applications, settings, configurations and even dynamic content to be installed on new devices. With the press of a button from a centralized command center, thousands of devices all around the world are ready to use in just minutes instead of months — no hands-on and no errors. And this flexible solution can be deployed as a centralized server-based system in your Network Operations Center (NOC) for centralized staging of devices around the world — and on a laptop for stand-alone staging in offices that do not have either a broadband connection or network access.

MSP3 Provision Edition: Keep your devices updated — automatically

Now that your mobile devices are up and running, the next challenge is keeping those devices updated. MSP3 Provision brings a new level of automation to on-going provisioning, enabling your IT staff to keep applications, device settings, operating systems and firmware on all mobile devices up to date — with minimal effort or interaction from the end-user. Policy-based provisioning and over-the-air update capabilities work hand-in-hand to deliver unprecedented efficiency for this traditionally time-laden, error-prone and costly activity. Now, ensuring compliance is as simple as setting a policy that defines when mobile devices should provide current status to the associated relay server — for example, when a mobile device is powered on or at a set time each day. Current status information includes a complete inventory of all device settings, configurations and all software on the device,

including applications as well as operating system and firmware versions. Devices can be grouped to best meet the needs of your enterprise — by device type, type of user, operating system and location — providing the granular management capabilities needed to maximize efficiency in the provisioning function.

MSP3 Control Edition: Remotely monitor, troubleshoot and resolve issues with mobile devices and peripherals anywhere in the world

When mobile devices are a part of everyday life in the enterprise, users can experience a variety of issues throughout the workday — from an application that keeps crashing to a problem scanning or connecting to a network. MSP3 Control Edition provides the tools you need to proactively spot and address issues before users are impacted, as well as troubleshoot and resolve device problems — regardless of whether they are related to the mobile device, applications or the wireless network.

The richest set of metrics available provides the most holistic view possible of your mobility solution, enabling proactive and real-time issue management that minimizes both worker and mobile device downtime. Historical and real-time metrics are available for mobile devices, their peripherals, their batteries, and the wireless networks they are connected to — including Wi-Fi, cellular and GPS. Flexible metric collection supports long-term trending analysis as well as short term troubleshooting. Collect the metrics you want, when you want, for one device, a group of devices or all devices — every day or on demand over a period of time that you specify.

When users have a problem, IT can take complete control of the mobile device to rapidly and remotely troubleshoot and resolve end-user issues, regardless of whether the device is inside your four walls or out in the field. And if a device does not check in with MSP3 at the appropriate time, it can be automatically flagged as missing, locked and even wiped to protect sensitive company data — and unlocked if the device is located. As a result, industries such as healthcare and retail can easily comply with strict government regulations to secure personal, health-related and credit card information.

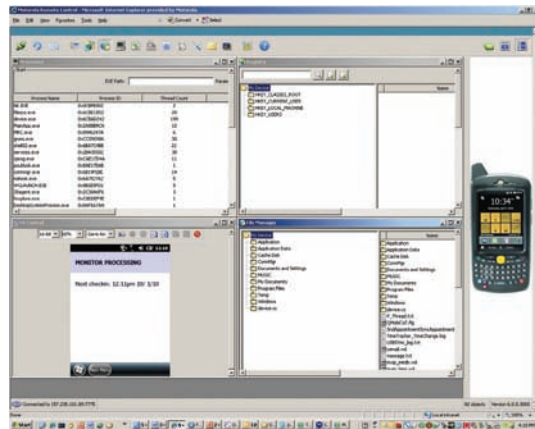
We're there to support you every step of the way


When you choose MSP3 as your mobility management solution, our services provide the help you need, when you need it. Five services practices — Design, Implementation, Management, Security and Support — provide the comprehensive framework to help you address every stage of your mobility deployment, from initial planning assessment and system design to actual deployment, ongoing training and day-to-day support. With our full complement of support services, you can get and keep MSP3 up and running at peak performance, maximizing the value of your investment:

- Tiered MSP commissioning services combine server configuration, training, testing and a rapid deployment process into a single streamlined program, minimizing potential integration issues and reducing implementation time.
- Seamless integration with Motorola's support services, such as Mobility Services Platform Software Support, keeps all elements of your MSP3 solution working at peak performance.

Maximize the value of your mobile devices with this future-proof investment

Through years of experience as an industry leader, Motorola understands that cost-effective and efficient deployment and ongoing management of mobile devices is critical to maximizing the success of your mobility solutions. MSP3 has been designed to help businesses of all sizes, in all industries get the most value out of their mobility investments. Management time is minimized, improving the productivity of your IT department and reducing the cost of your mobility deployments. Device uptime is maximized, protecting the productivity of your mobile workforce and reducing the total cost of ownership (TCO) for your mobile devices and peripherals. The result is a rapid return on investment for your mobility solutions. And since MSP3 is infinitely scalable both in the quantity and type of devices and peripherals it can support, the investment you make today can serve your mobility solutions of tomorrow, for many years into the future.



Details		
	Site Name:	Local Open
	Relay Server:	dmz.For204
	Asset Name:	AlliansMC5574
	Device ID:	001346e604eb010817ff08f02ff1729
	Model:	MC5574
	OS:	WM61PE
	Last Discovered:	9/10/2010 7:48:00 PM
Current Collected Data		
Latest values collected at 5 minute intervals		
Metric	Units	Last Value
AccChargeTime	Seconds	0
AccCycles	Occurrences	0
BacklightActivations	Occurrences	0
BacklightOnTime	Seconds	298
BatteryLevelChange	Percent	0

Get all the information you need to troubleshoot — without ever touching the device. When it comes to troubleshooting, MSP3 provides IT with the same information they would see if they were physically handling the device — and more. IT can browse through all the files and software loaded on the device, the device registry, and a history of all the actions that have been performed on that device — from registry changes to software updates. In addition, IT can view the many metrics associated with the device —from charging times, the state of the backlight and remaining battery power to the amount of paper in a mobile printer. And metrics can be collected at whatever interval is required to identify the issue — for example, every minute for 15 minutes, or every hour over the course of a 24-hour day.



For more information on how MSP3 can drive down the cost of mobility management and the total cost of ownership for your devices, please visit us on the web at www.motorola.com/mspsoftware or access our global contact directory at www.motorola.com/enterprisemobility/contactus



MOTOROLA

motorola.com

Part number BRO-MSP331. Printed in USA 10/10. MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2010 Motorola, Inc. All rights reserved. For system, product or services availability and specific information within your country, please contact your local Motorola office or Business Partner. Specifications are subject to change without notice.