

# Whitepaper

## „Enterprise Mobile Manager“

## OVERVIEW

### OnPremise or Cloud Based Mobile Management Solution

The AppTec cloud based mobile management solution with its very intuitively operable management console offers the possibility of centrally managing and configuring all mobile devices. Furthermore, the solution offers protection against lost of data on mobile devices as well as protection against threats that target smart phones, tablets and other mobile devices. With AppTec's mobile device management you can also reduce the risks that accompany the lost and theft devices and result in the loss of personal and/or business data. With AppTec you can easily restore data and applications after the loss of your mobile device and that even with a cross platform support.

Other than security and management feature AppTec naturally offers very meaningful report and analysis possibilities that can be expanded as desired.

## TYPICAL SCENARIOS

One of your employees has bought a new smart phone and wants the IT department to configure it in such a way that it can receive business emails and has access to the company-wide intranet. Is this situation covered by your IT processes?

Assume you have a new app that is supposed to be installed on all smart phones and tablets. Do you know how long it would take until every employee has installed the application on his/her device? Wouldn't you rather take care of this with one click?

Imagine your general manager calls you and tells you that he has left his smart phone that contains very confidential information and a list of list of company's most important customers including detailed contact information in a taxi. Do have an adequate IT security strategy for this situation?

## TECHNICAL PARAMETERS

### Central Server and Secure Data Storage

The AppTec EMM server is responsible for the central management of your clients. You can install it on any computer in your network.

All data sets and important configurations are managed in one MySQL database by the AppTec EMM server. Thus, you can achieve a high degree of protection against failure with minimal backup resources by securing and clustering the data base.

### Simple Registration of Smartphones and Tablets

You can easily initiate registration of a new smart phone in the cloud based management console and register several devices right away.

### Secure and Efficient Communication

Communication between server and clients is encrypted.

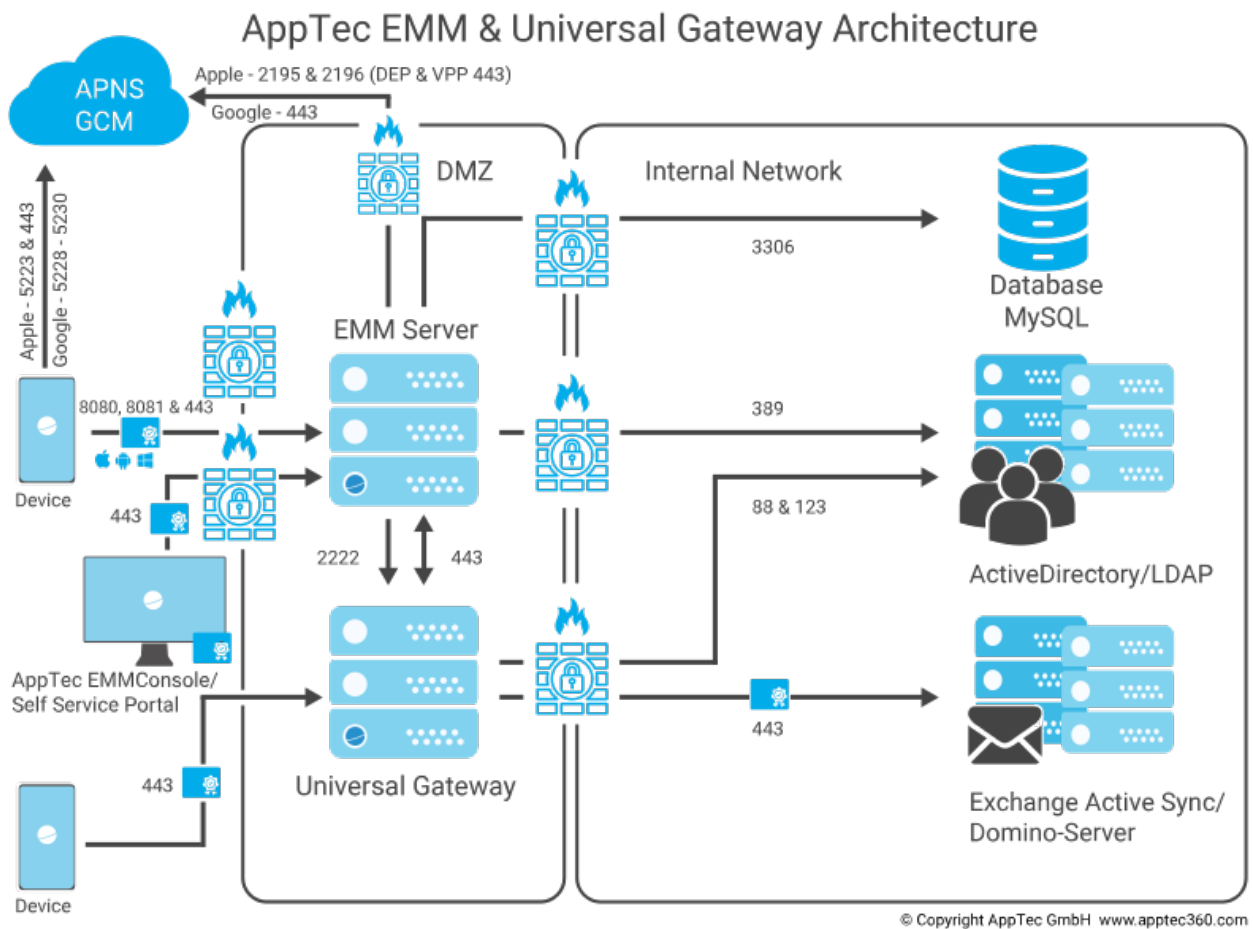
The devices communicate using a push & pull process with the server and collect all changes as needed. No polling takes place—which would reduce the utilization of your network. Only the changes or new guidelines are communicated to the clients.

### Management of Users and Groups

The directory structure of your current LDAP infrastructure is selected by our server and stored in the SQL database. Neither scheme extensions of your directory take place nor is information written into it. AppTec EMM only makes a copy of the structure that afterwards is regularly updated as needed. Only a user with authorization to read the LDAP directory can do this.

## ARCHITECTURE

- Cloud based or on-premises model (operated in your infrastructure)
- Also available as virtual appliance
- Encrypted communication between client and server
- Bidirectional communication between client and server (Push and Pull)
- LDAP integration for selection of the current structure
- Own certificate server



## CONSOLE

- Web based management console
- Multi-client capable architecture
- Role and responsibility dependent administration console
- Self-service portal for end users
- Intuitive dashboard for first level support
- Revision secure recording
- Meaningful reports and analyses
- Group/user/device-specific permission
- Policy change per drag / drop
- Auto enrollment for new devices
- Apple DEP support

## FUNCTIONS

### Asset Management

- Display of Asset data
- Inventory of the mobile devices in the company
- SIM-Card Management

### Inventory Management

- Inventory of installed applications

### Expense Management

- Management of contract information for the device
- Contract management of Carrier information

### Application Management

- Installing and deleting of Apps - "over the air"
- Distributing of company applications via Push
- Enterprise App Store
- Black and white listing of applications
- Deactivating of preinstalled system apps
- Configuration of Apps (App Wrapper)
- Kiosk mode
- Multi App Kiosk Mode
- Support of Volume Purchase Program (VPP)
- Per-App-VPN
- Distributing of Web Apps

### Connection Management

- Configuration of guidelines for WiFi, VPN, Bluetooth, and APN

## PIM Management

- Configuration of guidelines for email, Exchange Active Sync, CalDav, Subscribed Calendars, and WebClips
- Secure Messaging Container for eMail, Contacts and Calendar
- Secure eMail Gateway for Exchange with Zero-Touch-Authentication (Paid AddOn)

## Security Management

- AntiVirus (Paid AddOn)
- Central enforcement of complex passwords
- Encryption of memory card and device memory
- Encryption of communication between server and client
- Blocking of camera function in the company
- Prohibition of performing certain applications
- Central certificate management for mobile devices
- Blocking of mobile devices from the central console
- Central deletion of complex data or subareas
- Location of mobile devices in case of theft
- Sending of a message to the finder
- Establishing guidelines for limiting device and application settings
- Blocking of data synchronization to Apple iCloud
- Blocking of jailbreak or rooted devices
- Blocking of devices after a pre-determined inactive time period
- Encrypted communication of devices
- Samsung SAFE support
- Samsung KNOX support
- Android Enterprise
- BYOD-Support
- VPN Server and Client (Paid AddOn)
- SecureBrowser (Paid AddOn)
- WebFilter (Paid AddOn)

## Content Management

- Provisioning of corporate data – Secure ContentBox (Paid AddOn)

## MONITORING

- Display of private and company devices
- Display of which mobile communications provider are being used
- Display of jailbreak and rooted devices
- Listing which device producers are being used
- Listing which operating system platforms are being used in the company
- Listing of newly added devices
- Listing of pending registrations
- Status display of active, blocked, rolled out, defective, and lost devices
- Display of mobile devices with activated data roaming

## SYSTEM REQUIREMENTS & OPERATIONAL POSSIBILITIES

### Option 1: Virtual Appliance

The virtual appliance is deployed in the Open-Virtual-Format (OVA). You can import this in the following systems:

- VMWare
- MS Hyper V
- Virtual Box
- Citrix Xen Server

Supported device operating systems:

- Apple iOS 9.0 or higher
- Apple macOS 10.11 or higher
- Google Android 6.0 or higher
- MS Windows Mobile 10 or higher (Smartphone)
- MS Windows 10 or higher (Desktop-Computer, Notebook and Tablet)

Supported LDAP Directories:

- Microsoft Active Directory
- Open LDAP

Database:

- MySQL 5.4 or higher

Memory:

- 4 GB RAM

Free Disk Space:

- 20 GB

### Option 2: Operation in the AppTec Cloud

The EMM solution is hosted by AppTec and offered as SaaS. Hosting and operation of AppTec's EMM exclusively takes place in Germany and in the Switzerland.

Hosting is ISO 27001 certified.

## FEATUREHIGHLIGHTS

### Web based management console

With our intuitively operable management console you have the possibility of managing all devices in the company on every computer at any time.

### Multi-client capable architecture

You can easily manage several customers with different domains from one installation.

### LDAP integration

By means of the LDAP integration you can quickly copy your current structure with the relevant information into the management console.

### Tamper-proof logging

Tamper-proof logging ensures that the settings and administrative steps can be reproduced.

### Intuitive console

The AppTec intuitively operable management enables you to operate the software without extensive training.

### SaaS based licensing

With service oriented licensing you do not have any high initial investment.

### Role based administration

AppTec offers you the possibilities of structuring administration multi-layered by roles and areas.

### Minimal network load

With our push and pull technology you minimize the data traffic between client and server. Furthermore, the changes of the guidelines take place incrementally.

### Four eye principle

If necessary, user-relevant data can only be viewed after two passwords are entered.

### Self-service portal

Users have the possibility of managing diverse functions via the console.



## CONTACT

Questions? Simply contact us at:

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