

MobileIron® Atlas – Multi-Tier Management & Reporting



Challenge

Providing administrative and helpdesk support to large Mobile IT deployments

Solution

MobileIron Atlas

Benefits

- Delegate administrative responsibilities by country, region, or business unit
- Provide extensive reporting into status and compliance for users, apps, policies, and devices
- Scale across MobileIron servers
- Monitor MobileIron system health

Recent Recognition

Gartner: MobileIron positioned in the Leaders Quadrant of the Magic Quadrant for Mobile Device Management Software (May 2012)

Info-Tech: MobileIron listed as a Champion in the Mobile Device Management Suites Vendor Landscape (Aug 2012)

IDC: MobileIron #1 in market share and growth among pure-play mobile enterprise management ISVs (Sept 2012)

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The largest companies in the world trust MobileIron® as their foundation for Mobile IT. Available as a highly scalable on-premise or cloud solution, MobileIron was purpose-built to secure and manage mobile apps, documents, and devices. MobileIron was the first to deliver key innovations such as multi-OS mobile device management (MDM), mobile application management (MAM), and BYOD privacy.

MobileIron Atlas is an advanced management and reporting console that provides highly scalable administration, monitoring, and troubleshooting across the Mobile IT lifecycle. Atlas collects information on users, apps, policies, and devices to identify issues and enable an administrator to take corrective action. Atlas is a part of the MobileIron Advanced Management and Connected Cloud solutions.

Multi-tier Management

Global 2000 companies use Atlas for multi-tier management so administrators can be assigned responsibility for specific user groups, most commonly by country, region, or business unit. Note that this business requirement is sometimes inaccurately labelled multi-tenancy. Multi-tier management includes the ability to:

- **Define roles**, e.g., two levels of helpdesk support
- **Define visibility**, e.g., one administrator manages German devices while another administrator manages Japanese devices
- **Assign actions**, e.g., senior staff can wipe devices but junior staff cannot
- **Manage distribution**, e.g. central administrators can distribute all apps but local administrators can only distribute a subset

Tiering is done through the delegation of administrative rights based on OS type, user groups, geographic location, and more. Delegation uses groups, called labels, which can be inherited from Active Directory or customized. Delegates can take only allowed actions on their target populations and are supervised by more senior administrators with broader rights. Role-based access control (RBAC) ensures that administrators have only the permissions associated with their functional roles.

Reporting Dashboards and Widgets

Atlas dashboards break out devices by platform, roaming status, and policy compliance. Dashboards are customized using drag-and-drop widgets that provide a preview of high-level information with a drill-down for details. Examples are:

- Total users with disallowed apps, with a click-through to the list of violators
- All Android devices in Asia, with a sort for details such as version level
- Apps, devices, and OS in use across the company, with splits by region

Atlas administrators can save these custom dashboards to their profiles. They can also export reporting and audit data into Microsoft Excel and other analytic tools.

Key Atlas Reports and Graphs	
Total ActiveSync Devices By Status	Counts for all devices that connect to email through ActiveSync
Devices Currently Roaming	Map showing countries in which devices are currently roaming
Disallowed Apps By Usage	Number of disallowed apps detected on devices
Devices By Ownership	Percentage of employee-owned vs. corporate-owned devices
Devices By Security Policy Violation	Summary of devices in violation of security policies
MobileIron Usage	Type and version of MobileIron client installed on devices
Devices By Version	Device count by major and minor iOS and Android version numbers
VSP Status	System health and status of each MobileIron VSP server installed
Sentry Status	System health and status of each MobileIron Sentry server installed

Atlas supports English, French, German, Japanese, Korean, and Simplified Chinese.

Compliance and Security Actions

Atlas can be used for many security device actions, such as lock, unlock, wipe, retire, locate, send a message, or force a check-in. For example, if a mobile device is lost, the Atlas administrator can remotely lock or wipe it. When apps are updated, system administrators can configure Atlas to send users reminders to upgrade.

Infrastructure Monitoring

For on-premise deployments, Atlas dashboards also monitor the MobileIron VSP and Sentry infrastructure. This includes availability, synchronization, and network status. As a result, the Atlas administrator can monitor the health of both the company’s mobile deployment and its supporting MobileIron infrastructure through the same console.

About MobileIron

The leader in Mobile IT, MobileIron has been chosen by thousands of organizations that are transforming their businesses through enterprise mobility. Available as an on-premise or a cloud solution, MobileIron was purpose-built to secure and manage mobile apps, documents, and devices for global companies. MobileIron was the first to deliver key innovations such as multi-OS mobile device management (MDM), mobile application management (MAM), and BYOD privacy controls.

Customer Perspective

Apps: “MobileIron has been a very strategic platform for us to support and manage our mobile devices and apps.”

Life Technologies (Life Sciences)

BYOD: “MobileIron provides exactly the framework we needed to let our people use the device of their choice.”

Thames River Capital (Financial Services)

Innovation: “MobileIron is helping us become a technology innovator.”

Norton Rose (Legal)

Multi-OS: “We needed a truly multi-OS solution. MobileIron was without doubt the most comprehensive.”

Colt Car Co. / Mitsubishi (Automotive)

Scale: “[MobileIron] did a great job not only helping us getting the product scaled, but also fixing any kind of issues.”

Lexington School District (Education)

Security: “In our sector, the right mobile security solution is not a nice to have, it’s mandatory.”

National Health Service (Healthcare)

Support: “In this day and age of bad customer service, my experience with MobileIron has been consistently great.”

City of North Vancouver (Government)

User experience: “MobileIron’s strength is its ease of use for iPad owners.”

KLA-Tencor (Technology)

Gartner, Inc., Magic Quadrant for Mobile Device Management Software, Phillip Redman, John Girard, Monica Basso, May 17, 2012. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner’s research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Info-Tech Research Group, Inc., Vendor Landscape: Mobile Device Management Suites, August 2012. Info-Tech Research Group Vendor Landscape reports recognize outstanding vendors in the technology marketplace. Assessing vendors by the strength of their offering and their strategy for the enterprise, Info-Tech Research Group Vendor Landscapes pay tribute to the contribution of exceptional vendors in a particular category.

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MobileIron Atlas
 provides multi-tier mobile management and reporting
 for large, global deployments.

