



### *Go Mobile!*

Everything for mobile work - visibility, control, easy mobile connectivity, management tools and security - all in one economical, hosted solution.

### *Reduce Costs*

Monitor laptops and mobile devices in the field, beyond the reach of conventional management and reporting tools.

### *Simplify IT Operations*

Work smarter and faster by quickly locating the data necessary to proactively remediate issues before they occur.

### *Increase Productivity and Satisfaction*

Reduce management and support costs with no investment in hardware and modest subscription fees.

## Can You Handle Your Mobile Workforce?

### Can you...

*Make it easy for mobile workers to connect to Wi-Fi, 3G and other wireless networks anywhere, anytime?*

*Reduce networking costs by identifying unused data cards and excessive connectivity charges?*

*Ensure that employees always use VPNs, and that patches and anti-virus signature files on laptops are always up to date?*

*Track software on every laptop and PC in the field, down to the release level and installation date?*

*Prove to auditors which mobile systems are in compliance with corporate standards, and block the ones that aren't from accessing the corporate network?*

Mobile employees - executives, salespeople, consultants, and others - are the most difficult and expensive to support. They want maximum convenience, but take devices and data where they are hardest to manage. To connect, manage and secure these employees, many IT organizations deal with dozens of service providers and software vendors.



## The MaaS360® Platform

MaaS360 Platform provides a centralized, hosted management center for IT operations and security personnel to view detailed information on the health and status of laptops, to control software and security policies on distributed systems, and to manage Wi-Fi, 3G and other wireless networking. The MaaS360 Platform is the technology that supports the MaaS360 Visibility, Control and Mobile Services. Subscribers to those services use the MaaS360 Platform to consolidate overlapping reporting and management tools, reduce the cost of managing mobile devices, protect data on endpoints, and streamline compliance processes.

MaaS360™ Platform provides a solution to the mobile blind spot and the increasing costs of supporting mobile workers.

A single management center replaces multiple reporting tools and management consoles. IT personnel can view a wide range of reports showing details of installed software applications, missing patches, security, compliance status, wireless networking usage and connectivity costs. Managers can also define and distribute software and security policies from a centralized location.

Software agents on laptops and remote devices collect key information, enforce policies, update and remediate software, and manage easy access to Wi-Fi, 3G and other wireless networks.

The benefits of the MaaS360 Platform as a hosted solution include:

- Access to systems over the Internet.
- No hardware investment.
- No additional staff required to manage servers.
- Simple scalability.
- Economical subscription-based services.

This is “Mobility-as-a-Service”: comprehensive tools for managing laptops and mobile devices with low up-front investment and no operating headaches.

## The MaaS360 Mobile Service

Fiberlink's MaaS360 Mobile Service helps organizations connect, protect and control mobile workers across the country and across the world. Subscribers to this service use the MaaS360 Management Center™ to administer connectivity plans and distribute management and security policies. They can also view a wide range of reports on mobile connections, installed hardware and software, missing operating system patches, endpoint security applications, and compliance with corporate standards.

A software agent runs on laptops and distributed PCs, where it helps mobile workers connect to a wide variety of wireless and wired networks, monitors security applications, and carries out management activities like updating patches and restarting stopped applications.

Because the MaaS360 Mobile Service is hosted by Fiberlink, it:

- Works effectively with mobile systems as soon as they connect to the Internet anywhere in the world
- Requires no capital expenditure or staffing for servers
- Scales quickly and easily
- Is available as an economical, subscription-based service

## A Universal Wireless Client

Fiberlink's MaaS360 Mobile Service includes a universal wireless client that makes it easy for mobile workers to connect to a wide range of wireless and wired networks. Enterprises can use this client in place of multiple clients for connecting to internal wireless access points, public hotspots, mobile data networks and dial-up connections in different parts of the world.

### FOR ROAMING WORKERS

Fiberlink's universal wireless client can be used for all types of mobile network connections:

- Public Wi-Fi hotspots
- Wide-area wireless (including CDMA 1x, CDMA Rev. A, EVDO, GPRS, EDGE, UMTS and HSDPA)
- Hotel broadband
- ISDN and Dial-up
- PHS (in Japan)

The MaaS360 Mobile Service provides a simple end user experience for roaming workers. Fiberlink's patented Active Transport Notification® technology detects all available hotspots and wireless access points within range. Mobile employees can choose any authorized connection type from a simple menu bar. The agent automatically launches VPN clients, establishes connections, forwards employee authentication credentials, and takes other steps defined by the system administrator. Online Help files provide users with assistance on how to make connections.



Figure 1: Mobile employees can choose any available connection from the menu bar

## Automatic Mobile Connections

The MaaS360 Mobile Service can automatically detect Corporate Wireless, Home Wireless, Ethernet and Mobile Data connections, and can connect to them with no effort on the end users' part. Advanced management and user-defined controls are also available to help ensure users are always connected to the preferred and most cost-effective method when multiple signals are in range. The advanced controls have intelligence built in to notify the user when a preferred network is in range, switch on the fly and manage VPN connections based on whether or not the user is coming from or going to the corporate network.

## Mobile Usage Control

To help control costs for growing wireless usage, the MaaS360 Platform and Mobile Service now provide enterprises with advanced usage controls for monitoring, managing and enforcing usage policies. Mobile Usage Control includes self service policy controls that allow managers to set in-network and roaming mobile data usage limits for their end users, and can be set to notify and stop long Wi-Fi connections after defined periods of inactivity.

Because usage data, alerts and notifications are provided through the UI, end users can track usage and limits, which helps them manage their own usage and connections.

## FOR CORPORATE WIRELESS LANS

When an employee is in a building or corporate campus with a wireless LAN, the MaaS360 Mobile Service senses the nearest authorized access point and automatically connects with it. Mobile workers don't need to take any action to establish the wireless connection.

To ensure secure communications, the MaaS360 Mobile Service can automatically launch a Virtual Private Network (VPN) session. To protect the corporate network from malware, it can tear down the connection if the device is not compliant with corporate policies.

## FOR WORKING AT HOME

The MaaS360 Mobile Service can simplify and secure connections to wireless networks in the home. It senses and automatically connects to the employee's wireless access point. It can also launch a VPN client to protect notoriously insecure links to home wireless routers.

## CONSOLIDATION LOWERS COSTS

Consolidating to one wireless client can greatly reduce the employee's confusion about multiple connection interfaces, authentication procedures and passwords. This improves user satisfaction and can dramatically cut the number of calls to the help desk. Using a single wireless client can also decrease licensing costs.

## Fiberlink's Global Virtual Network

### WORLDWIDE COVERAGE

Fiberlink provides a low-cost global virtual network for mobile workers. Through agreements with leading Wi-Fi hotspot service providers, tier 1 ISPs, DSL and cable service providers, and hotel broadband service providers, Fiberlink allows roaming employees to connect to the Internet through 101,000 access points and POPs in 140 countries.

Mobile employees can connect to 2.5G and 3G wide-area wireless networks from more than 90 global carriers using a wide variety of mobile data cards. Wi-Fi access points in North America include over 15,000 hotspots in leading airports and hotels and places such as Starbucks, FedEx Kinko locations, Borders bookstores and many other retail locations.



Figure 2: Icons show employees their connection status

## MaaS360 Visibility Service

Comprehensive visibility into mobile endpoints allows IT managers to reduce networking and remote access costs, identify risks, address problems, streamline operational processes, and demonstrate compliance with policies and regulations.

### CONNECTIVITY REPORTS

The MaaS360 Mobile Service includes summary and detail reports that correlate connectivity data across corporate wireless LANs, public hotspots, mobile data networks, and broadband and dial-up connections. Administrators can use these reports to troubleshoot connection difficulties and analyze usage patterns.

In addition cost data is broken down by department, region, and connection type. This allows network and financial staff to track connectivity expenses and charge remote access costs back to departments.

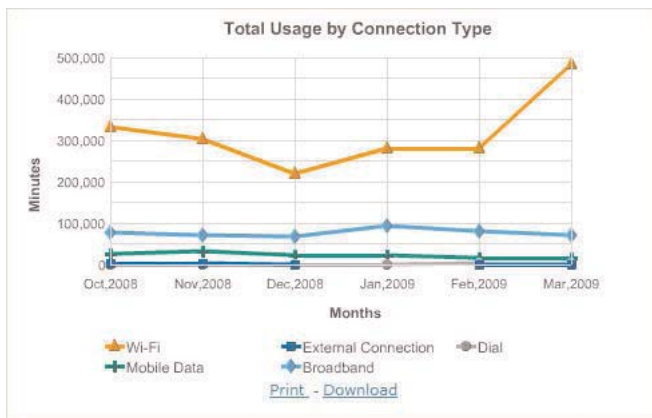


Figure 3: Reports track usage of wireless and wired connections.

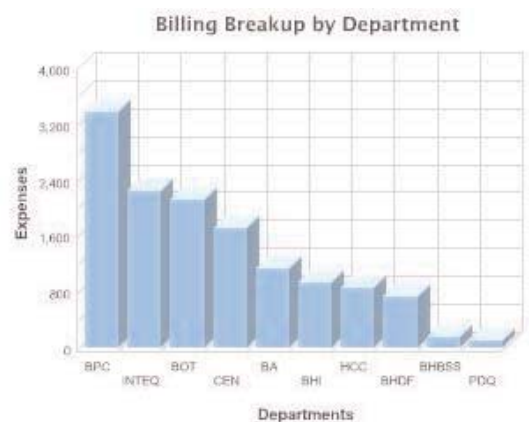


Figure 4: Reports break down costs by department, region and connection type.

### COST SAVINGS

Connectivity reports can identify areas of major cost savings. For example, mobile data plans incur substantial monthly charges, but some employees rarely use them. Using reports from the MaaS360 Mobile Service, IT and network managers can identify unused mobile data plans, then cancel them or assign them to other employees. Managers can also identify workers who might be using their credit cards to access Wi-Fi hotspots at hotels, coffee shops, Internet cafes and other locations that charge high fees, and employees who make mobile data connections in locations with high roaming charges. Monitoring and educating these individuals can eliminate waste and conserve cash.

### INVENTORY AND PATCH STATUS REPORTS

Hardware and software inventory information can be used to troubleshoot problems, help manage software roll-outs and upgrades, and save money by redeploying unused software licenses. The MaaS360 Mobile Service provides detailed reports about hardware (processors, memory, disk and other storage devices) and installed software (operating system and application versions).

The MaaS360 Mobile Service provides detailed information about missing Microsoft operating system patches on laptops and PCs. Summary graphs show how many systems are missing patches, while detailed reports show exactly which patches are missing from each system.

### SECURITY AND COMPLIANCE REPORTS

The MaaS360 Mobile Service provides summary and detail reports about personal firewalls, anti-virus packages, anti-virus signature files, and compliance. For example:

- Summary graphs show which personal firewalls and anti-virus packages are installed on all laptops and PCs across the organization, and the age of anti-virus signature files.
- Detailed drill-down reports show the firewall and anti-virus software installed on each computer, by vendor, release and installation date.
- If other security applications are installed, reports show details like the hard drives that have been encrypted and how many files have been backed up to remote locations.

## MaaS360 Visibility Service for Handhelds

MaaS360 Visibility Service for Handhelds gives you a detailed knowledge of your end users' BlackBerry devices. You can see which handhelds are being used, which versions of the operating system are being used, and who the providers are. At a glance, you can see all the serial numbers, phone numbers and PINs for your users. You can verify that they're on the right service books, and that they don't have unwelcome applications installed on their devices. All this information can be easily exported in a variety of formats so you can document compliance with corporate standards.

### HARDWARE AND SOFTWARE INVENTORY REPORTS

A completely new reporting module has been introduced into the MaaS360 Platform for BlackBerry handheld devices. The reporting centers around two fundamental, yet critical, areas for managing handheld devices:

- Hardware Inventory: devices, model types, PIN, phone number, breakdown by home network operator, security policy, device memory, OS versions, etc.
- Software Inventory: software applications, modules, and service books



## MaaS360 Visibility Service - Any Connection Reporting Module

Any Connection Reporting is an add-on module to the MaaS360 suite of services and is part of what Fiberlink calls "Mobility Intelligence." Mobility Intelligence is the use of mobility-related information to address three major objectives: cost reduction, security and regulatory compliance. By including Any Connection Reporting with MaaS360 Visibility, Control or Mobile service customers can choose the right solution to manage their entire workforce in the most efficient cost effective manner.

Any Connection Reporting is being used by organizations to help:

1. Reduce telecom/carrier costs for 3G data service plans.
2. Select the most appropriate and cost-effective connectivity plans for employees.
3. Reduce the number of hourly and daily Wi-Fi connection fees in hotels and public places.
4. Know their inventory of mobile data devices across users.
5. Reduce the potential for costly security breaches.

## MaaS360 Control Service

The control features of the MaaS360 Mobile Service can eliminate inefficient manual patching processes, save money by decreasing calls to the help desk, and reduce the risk of security breaches.

### CENTRALIZED POLICY MANAGEMENT

IT managers can use Fiberlink's MaaS360 Management Center to set management and security policies, and distribute them to mobile endpoints. Administrators can define:

- Connectivity service plans and assign them to user groups. (Service plans control what types of Wi-Fi, 3G, broadband and dial-up networks are available to users.)
- Create policies to enforce the use of VPNs
- What firewalls and anti-virus packages to monitor (and restart if they are stopped)
- Take proactive actions if an endpoint goes out of compliance.

Out-of-Compliance Enforcement Actions

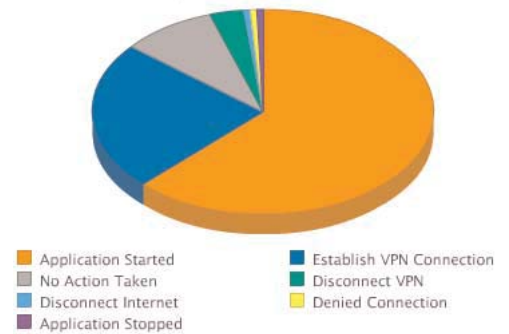


Figure 5: The MaaS360 Mobile Service enforces policies on mobile devices and remediates when possible

### PATCH AND ANTI-VIRUS UPDATES

The MaaS360 Mobile Service includes patch distribution and anti-virus signature update services. These ensure that Microsoft® operating system patches are always kept up to date, and that anti-virus signature files are downloaded on the schedule set by IT managers (for example, no later than every seven days).

### APPLICATION MONITORING AND REMEDIATION

The MaaS360 Mobile Service can be set to monitor and remediate selected security applications. For example, if a virus shuts down the anti-virus package, the MaaS360 Mobile Service can restart it. Automatic remediation can prevent security breaches and reduce Help Desk calls by solving problems before the end user is even aware they have occurred.

### MOBILE NAC

Fiberlink's Mobile NAC® (Network Access Control) makes corporate networks less vulnerable to viruses and hacker attacks from compromised endpoints. If a laptop or PC falls out of compliance (for example, because the firewall has stopped running, or the anti-virus signature file is out of date), the MaaS360 Mobile Service attempts to remediate the problem. If automatic remediation fails, then the MaaS360 Mobile Service can take actions like blocking the device from reaching the corporate network, or restricting access to specified systems such as a remediation server.

## Compatible with Other Services

Subscribers to the MaaS360 Mobile Service can add Fiberlink Security Services. These are an extensive menu of managed endpoint security and data protection services such as Data Encryption, Data Leak Prevention, Personal Firewall, Media Encryption & Port Control and Backup & Recovery.

The MaaS360 Mobile Service can also work in the same environment as Fiberlink’s MaaS360 Visibility Service and MaaS360 Control Service, which are summarized in the table below.

MaaS360 Service:	Visibility	Control	Mobile
<b>Designed for:</b>	All managed laptops and PCs	Laptops and PCs with confidential data	“Road warriors”
<b>Includes:</b>			
<b>Visibility and reporting:</b>	Inventory management reports Endpoint security reports Data protection reports	Inventory management reports Endpoint security reports Data protection reports Policy enforcement reports	Inventory management reports Endpoint security reports Data protection reports Policy enforcement reports Connectivity and connectivity cost reports
<b>Control and management:</b>		Centralized policy definition Application monitoring and remediation Patch distribution Anti-virus definition updates Mobile NAC	Centralized policy definition Application monitoring and remediation Patch distribution Anti-virus definition updates Mobile NAC VPN enforcement
<b>Mobile connectivity:</b>			Connectivity manager Intuitive connectivity interface Single password for mobile networking Virtual global network with 98,000 access points
<b>Also Supports:</b>			
<b>Optional:</b>	Visibility Service for Handhelds Any Connection Reporting Fiberlink Security Services Managed VPN services Patch distribution Anti-virus definition updates	Fiberlink Security Services Managed VPN services	Fiberlink Security Services Managed VPN services Access services

### FOR MORE INFORMATION

For more information on MaaS360’s technology and services, see [www.MaaS360.com](http://www.MaaS360.com) or email [aholmes@fiberlink.com](mailto:aholmes@fiberlink.com).

Fiberlink Communications 1787 Sentry Parkway West Building 18 Suite 200 Blue Bell, PA 19422 Phone 215.664.1600 Fax 215.664.1601