



Driving the Need for Mobile Device Management (MDM)

The rapid introduction of smartphones and tablet devices has challenged enterprises to stretch their IT capacities. IT departments are facing significant disruptions to the traditional security of corporate information because of:

- The rapid growth of new devices
- Multiple mobile operating systems
- New and varied device environments

IT departments must continue to concentrate on traditional core requirements. In addition, they must extend to manage a proliferation of mobile platforms and devices. Enterprises can be overwhelmed by mobile device activation and deactivation, security and support, application deployment, email security, and the demands of BYOD (bring your own device). And enterprises see ever-growing requirements to be better and faster at access control, compliance and self-governance, and policy deployment and enforcement.

Risks of Not Using MDM

If organizations – small or large – neglect to implement a sound MDM strategy, the result can be productivity and efficiency loss for employees. Enterprises require the correct level of visibility and control to efficiently deploy smartphones and tablets so they can be used to full capacity. The lack of a mobile device management platform can increase the costs associated with mobile inventory, and can cause an organization to be slow in reacting to technology trends.

If an enterprise can't support the newest devices despite employee demand, company image and employee morale suffer, potentially making it harder to attract and retain talent. And if employees use their personal devices to access corporate data, they expose the enterprise to possible losses.

Enterprise Flexibility

AT&T Mobile Device Management (AT&T MDM) solutions are carrier-agnostic and designed to offer customers maximum flexibility in solving the challenges of the expanding mobile perimeter and the need to secure mobilized information.

Potential Benefits

- High level of protection for corporate information on mobile devices
- Enforcement of end-user compliance
- Helps lower the total cost of ownership of mobile data enterprise solutions
- Enables more efficient end-user engagement
- Increases productivity and effectiveness

Features

- Over-the-air monitoring and enforcement of security policies
- Device performance checks
- Support for enterprise applications and processes
- Near real-time, over-the-air configuration and diagnostics
- Fast application and device deployment

AT&T recognizes that the scope of MDM is continually evolving. Conventional lock-and-wipe capabilities are no longer sufficient. AT&T stands ready to offer its expertise and implementation services to manage the monitoring of applications, enterprise inventory, expense, loss, and theft, as well as security concerns. AT&T offers a variety of configurations designed to meet enterprise needs, both on customer premises and in the cloud, managed and hosted.

AT&T MDM on Premise

AT&T MDM combines data-driven smartphone management with real-time wireless cost control. We provide IT teams with multi-platform visibility to analyze smartphone data and application use. With an on-premise AT&T MDM solution, IT departments can proactively provide a high level of enterprise data security, even on employee-owned devices. Using company-owned hardware, businesses can support multiple devices on multiple operating systems with the added benefits of helpdesk-to-helpdesk support and end-to-end incident reporting, triage, escalation and resolution.



AT&T MDM in the Cloud

AT&T also offers a cloud-based multi-operating system mobile device management solution. Enterprises can proactively manage devices and data, increasing efficiency and enforcing security with greater control, compliance monitoring, and protection of sensitive enterprise data, assets, and systems. And to help you reduce costs and device chaos, our solution allows employees to use their own devices.

AT&T MDM – Managed and Hosted

AT&T also offers a managed and hosted enterprise MDM solution that fits specific enterprise needs. This option provides IT teams with multi-platform visibility to analyze smartphones, their data, and their application use with real-time wireless cost control. This enables you to proactively provide a high level of data security at low cost, even on employee-owned devices that use a variety of operating systems. We deliver these added benefits using the AT&T Synaptic hosting infrastructure and an experienced professional services organization.

Key Differentiators and Benefits

- AT&T's experience and power to deploy, host, manage, and support your application
- Dedicated environments that are highly customizable, to help optimize lifecycle management and foster continual improvement of your chosen solution and your customer experience
- Solutions for industries whose security needs are paramount, using an end-to-end AT&T MPLS network that avoids Internet vulnerabilities
- Application management services that provide flexible deployment options and low cost of ownership
- AT&T's expertise to augment and complement your IT and security staff
- Robust integration with your IT organization

Container Management

AT&T offers solutions that separate the corporate and personal data on a device, allowing your IT organization to better manage corporate data while leaving personal data alone. Container management can be ideal for organizations in regulated industries and other organizations that are concerned with the sensitivity of their data. A mobile virtualization management solution offers a closed environment that separates applications and content in a highly secure area of an employee's personal device – critical for providing organizations more security and better control of the delivery and removal of enterprise data and applications.

AT&T Added Value

AT&T offers a portfolio of MDM solution offerings, and our unbiased expertise can help you select and integrate the best carrier- and device-agnostic solution to meet your business' needs. AT&T will also provide you with a distinctive customer experience, including full implementation of your MDM service and multi-channel customer care that is accessible by call, chat, and community. AT&T can manage your MDM solution from its implementation throughout its lifecycle.

Using AT&T professional and managed services, we can design, develop, deploy, host, and manage mobility solutions that incorporate the hardware, software, and services you need for success. We look to create a long-term relationship with our customers, continually reviewing the latest technology and offering solutions that help to maximize their flexibility to adapt as their needs and priorities shift.

For important information on the specific terms and conditions that apply to each specific AT&T MDM service option, contact an AT&T Representative or visit www.att.com/mdm.



AT&T Remote Mobility Zone

Stay Connected to Critical Communications in Dark Zones (areas with no coverage) or Kill Zones (areas with cell network disrupted due to disaster/emergency situations)

What if you could set up your own cell site in a disaster or area with no coverage for critical communications? AT&T Remote Mobility Zone can provide recoverable GSM voice and data equipment that can be dynamically deployed in a disaster area where mobile coverage has been disrupted. It can also be deployed in any area where AT&T cellular coverage is not available, but in which AT&T is licensed to provide cellular service.

Who Should Consider This Solution?

AT&T Remote Mobility Zone offers a simple and powerful solution for:

- Agencies that are looking for a business continuity solution for remote installations such as field offices or military installations where there is no cellular coverage. AT&T Remote Mobility Zone can be closely integrated into customer installations to provide “always on” coverage and contain cost
- First responders that can benefit from portability among their first line response team. AT&T Remote Mobility Zone can be installed in a vehicle or deployed on the ground in a matter of minutes.

Service Components

Service components include management of customer-deployable GSM picocell base station equipment (AT&T Remote Mobility Zone unit), optional service level agreements and optional satellite services.

Each AT&T Remote Mobility Zone system relies on the same basic components. The AT&T Remote Mobility Zone mast and its cellular antenna provide wireless service to the cell phones and other communication devices within the coverage area. The mast connects to the AT&T Remote Mobility Zone main unit which hosts all the active electronic equipment necessary. The AT&T Remote Mobility Zone main unit can be then connected to the satellite system or internet LAN connection (whether provided by customer or AT&T). Traffic is then transmitted to the AT&T cellular network.

Key Features

- Picocell base stations support 2.5G (EDGE) voice and data services
- Each radio can support up to 14 concurrent calls. Each picocell can support up to two radios (for up to 28 concurrent calls)

- Operates using AT&T licensed spectrum – GSM phones “just work”
- Always on; using VSAT or PSTN connectivity
- Network Whitelist capability restricts general public access
- Easy to set up and use – typically in less than 30 minutes

Product Options

Backhaul and deployment options help increase flexibility and ease of integration with your infrastructure.

Backhaul

Choices for cellular service backhaul from the AT&T Remote Mobility Zone unit to the AT&T network

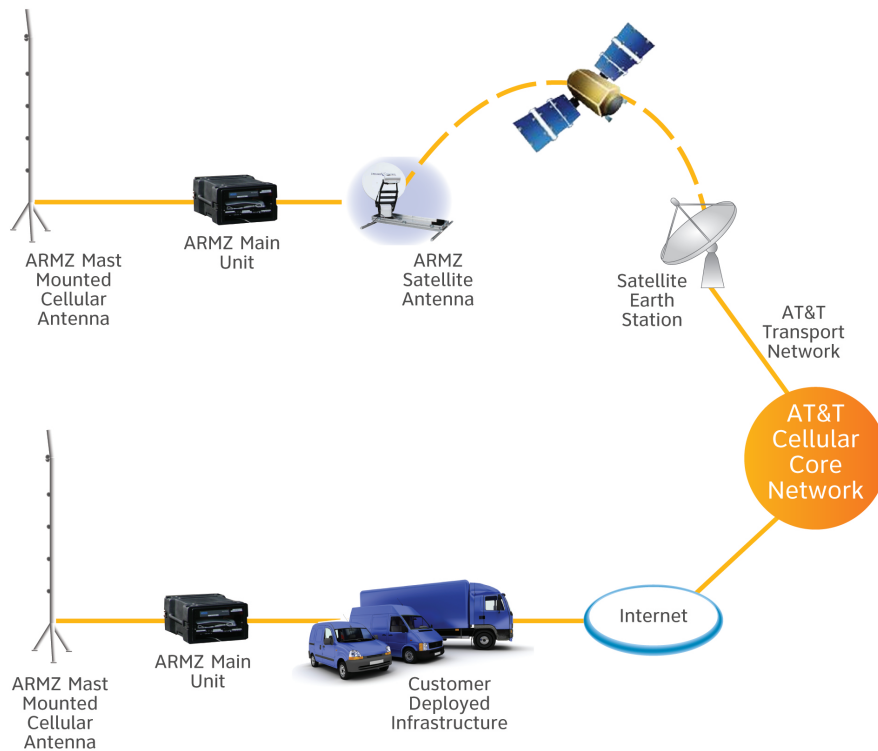
- **Satellite Backhaul:** solution provided by AT&T, includes satellite equipment, bandwidth and managed service
- **LAN Backhaul:** uses customer’s Internet infrastructure

Optional Satellite Services

AT&T Remote Mobility Zone works with optional satellite services, which are available for purchase separately, or you can elect to utilize your own satellite or LAN connectivity for backhaul to the AT&T cellular network. When you “bring your own” connectivity for backhaul into the AT&T network, you will be solely responsible for establishing network connectivity, handling bandwidth requirements, all ongoing management and complete deployment of connectivity services including ongoing spectrum allocation and coordination, incident response, 911 coordination, and frequency management.

Cellular Spectrum

With AT&T Remote Mobility Zone, you can gain access to AT&T management and coordination services and AT&T licensed spectrum within the Continental United States and, upon request, Hawaii and Alaska. However, AT&T Remote Mobility Zone services are not available where AT&T does not hold any licensed spectrum.



- The AT&T Vanguard Core Network is located in Indianapolis and includes a BSC, MSC, PBX and AT&T Remote Mobility Zone (ARMZ)
- The AT&T Vanguard Core Network connects to the Central Region Data Core Network

Deployment Model

Independent of the choice of backhaul or radio capacity, the AT&T Remote Mobility Zone solution can be deployed in three different ways.

- **Park-and-use:** Mounted in a command vehicle, the AT&T Remote Mobility Zone solution provides a highly mobile platform for the customer's cellular communications. Once the vehicle is parked, the satellite connection between the customer and the AT&T network is established automatically and within minutes
- **Fly-away:** Shipped in hardened containers (2 for the LAN AT&T Remote Mobility Zone, 4 for the Satellite AT&T Remote Mobility Zone), the fly-away configuration can be deployed with first line public safety users. After setting up the cellular mast and deploying the satellite dish, the AT&T Remote Mobility Zone automatically establishes a connection with the AT&T network
- **Fixed installation:** providing cellular coverage to a permanent remote site. AT&T provides a fully ready solution that can be deployed long-term at a customer site. AT&T also offers on-site services to work with the customer to integrate the AT&T Remote Mobility Zone into the site's own infrastructure

Service Configurations

Two solution service models: mobile and fixed.

Mobile Service Configurations

Mobile zones are deployed for both fly-away systems and park-and-use solutions. Designed to meet the needs of first responders and critical infrastructure customers, they offer a coverage area of up to ½ mile radius.

- Picocell site and either satellite communications modem/ACU or IPsec Router along with antennas and telescoping masts (packaged as either a hardened suitcase system or system fully-integrated in a vehicle).
- Installation requires little involvement from AT&T and little effort by the customer.

Fixed Service Configurations

Fixed zones are not mobile and are deployed either permanently or semi-permanently in zones where AT&T holds licensed spectrum but does not offer coverage and/or does not plan to offer coverage.

- AT&T is involved in the installation, configuration and provisioning of the site and coordinates the development with the local market
- Coverage area up to 1 mile radius

AT&T Remote Mobility Zone System Specifications

Backhaul

- 256Kbps minimum required for a single radio configuration
- 384Kbps minimum required for a dual radio configuration
- LAN Backhaul: IPsec tunnel support between the system and the AT&T Core Network, QoS recommended

GSM

- Up to 28 concurrent calls

Can operate within the Continental United States; and Hawaii and Alaska upon request, where AT&T is licensed to provide cellular telephone service.

Weight

- Main Unit: 60 to 80 lbs. depending on configuration
- Mast & Case: 40 lbs.
- Optional AT&T Remote Mobility Zone Satellite Backhaul components
 - Mounting System: 149 lbs.
 - Reflector and Case: 40 lbs.

Power

- Satellite AT&T Remote Mobility Zone with 1 Radio 150W, with 2 Radios 210W
- LAN AT&T Remote Mobility Zone with 1 Radio 120W, with 2 Radios 180W
- Radio Output Power: 23 dBm (200 mW)

Operating Temperature

- Main Unit: 41° to 104° F (5° to 40° C)
- Outside elements: -18° to 131° F (-28° to 55° C)

About AT&T Government Solutions

Every day, thousands of experienced AT&T Government Solutions professionals seek to go beyond their customers' expectations and deploy visionary solutions that serve our citizens, defend our nation and prepare for the future.

We serve as a trusted provider to the federal government, backed by a proven performance record in integrating our network expertise with IT professional services and

an expertly managed service portfolio, which includes: traditional and IP-based voice; Wi-Fi; high-speed Internet; data transport; cyber security; cloud-based services; and mobility devices, services and applications. Our broad array of advanced technologies, dynamic service management tools, and experienced staff help us to address core government needs – reduce expenses, modernize operations to increase workforce productivity, and protect information, infrastructure and people. AT&T solutions enable agencies to focus on their mission and performance goals.

Fusing our core capabilities with innovation from AT&T Labs, we are driven to meet today's demanding agency requirements, while establishing a path to emerging technologies. Underpinning every solution we build and deliver are the global resources and assets of AT&T, one of the world's largest communications services providers, connecting people, infrastructure and information with speed, security and reliability.

To learn more about our full array of products and services, contact your AT&T Agency representative at: 1.800.862.0926 or <http://www.corp.att.com/gov/rep/mobility.html>.

AT&T Government Solutions
3033 Chain Bridge Road
Oakton, VA 22185-0001

www.att.com/gov

Contract Sources

This mobility application is available through the AT&T Mobility GSA IT Schedule 70 Contract GS-35F-0297K and, for the Army (including the National Guard), Air Force, and other authorized DoD agencies, through the Army Air Force Next Generation Wireless Blanket Purchase Agreement ("AAFBA") # W91RUS-11-A-0007.

