Overview

The rapid proliferation of mobile devices in the workplace is outpacing that of any previous technology, and enterprises are moving quickly to address this trend. IT departments are dealing with an explosion of mobile data, application costs, data privacy, and IP protection. As with previous technologies, this new wave of technology must be enabled, secured, and managed to maximize business agility and employee productivity.

As mobile devices become more sophisticated and provide greater access to electronic protected health information, healthcare organizations require greater control and management to protect patient information, comply with HIPAA, and ensure clinician's productivity—all while delivering safer care at lower costs.

Symantec™ Mobile Management helps enterprises confidently enable this new mobile productivity by facilitating scalable, secure, and integrated smartphone and tablet deployments. Mobile Management provides comprehensive visibility and control over all the popular mobile devices such as iPhone®, iPad®, Android™, Windows® Phone, Symbian®, and BlackBerry®.

What's New

Symantec Mobile Management 7.1 adds advanced security and mobile device management (MDM) capabilities for Apple® iOS devices.

Core Functionality

Mobile Management 7.1 addresses the three core areas of functionality that should be integral to any healthcare organization's comprehensive mobile management solution, in a process that is simple and efficient for IT managers, clinicians, and mobile users:
1. **Enable** the device for use in the corporate environment. This includes providing access to key corporate assets, like email, calendars, critical mobile applications, documents, and media content.

2. **Secure** the device and the data that is stored on it and passes through it. Activate appropriate password and access controls, and maintain separation of corporate data from personal data.

3. **Manage** all devices from a central location, with real-time access to inventory, configuration, and help desk functions. Manage 20,000 mobile devices and more from a single server. Built on a proven enterprise-scale platform and natively integrated with Altiris™ Client Management Suite from Symantec™.

**Enable**

- **Enterprise Activation** is a user-friendly self-service provisioning process that helps clinicians connect their mobile devices to the enterprise network in an approved and secure way. Instead of blocking devices and encouraging rogue IT, administrators can leverage this seamless process to authenticate and authorize users’ devices to email and network services. Users can be directed to download the device agent from the public or private servers and administrators can enforce customized end-user license agreements as part of the enrollment process.

**Enterprise AppStore**

- **Enterprise AppStore** is an organization-specific app repository and can be used to distribute internally developed applications or to provide recommendations for approved applications from the public AppStore. With group-based and over-the-air distribution capabilities, Mobile Management allows administrators to efficiently mobilize enterprise applications.

**Mobile Content Library**

- **Mobile Content Library** is an enterprise container that allows secure distribution of documents, multimedia, and web content to end-user devices. Datasheets, pricing documents, training videos, and podcasts are examples of content that can be pushed to the devices. With near real-time content updates, IT managers can be assured that clinicians have the latest information at all times. In addition, prioritized content views ensure that the most important documents are easily and securely accessible to users.

**Configuration Management**

- **Configuration Management** allows automated configuration of email, VPN, Wi-Fi, and other settings on devices. It eliminates user errors and enables large scale mobile deployments without IT hand-holding. While this process provides
standardized configuration and connection settings for all devices, it also reduces the costs associated with mobile deployments and maximizes efficiency for enterprise IT.

Secure

- **Advanced Security Settings** enable enterprises to secure mobile devices regardless of ownership. Administrators can set, deploy, and update security settings such as passwords, remote lock and wipe, application, resource and content restrictions, over-the-air in near real-time without user intervention. Policy settings can be targeted to an individual user/device, groups from the directory systems, or custom groups such as nurses or technologists, from the console. All settings are applied and enforced on devices at all times.

  ![Advanced Security Settings](image)

  - **Selective Secure Wipe** is used for decommissioning a personal device in the enterprise. It leaves all of the user’s personal data intact and securely wipes the healthcare organization’s data (email, contacts, calendar, and Mobile Content Library). This enables enterprises to apply appropriate security policies to healthcare data, while leaving personal data untouched.

  - **Compliance Enforcement** capabilities let enterprises allow only the devices that meet the security and corporate requirements around encryption, jailbreak, and policy updates. This periodic health check enables administrators to meet auditing requirements and specify granular device hardware, software, policy, and user controls.

  - **Certificate Distribution** allows integration with certificate authorities and extends seamless strong authentication to mobile devices. Enabling certificate-based authentication prevents unauthorized devices from connecting to corporate resources and provides secure access to corporate email, VPN, and Wi-Fi.

Manage

- **Massive Scalability** built on an industry-leading and enterprise-proven platform, globally deployed at many thousands of customers. Each Mobile Management server will easily support over 20,000 mobile devices, important for future proofing against projected mobile adoption rates many times greater than that of PCs.
• **Asset Reporting and Help Desk** capabilities provide comprehensive device, user, and application data in near-real-time and enable an efficient mobile help desk. A strong reporting framework with predefined and customizable reports provides detailed information on the applications, configuration profiles, and certificates installed. In addition, custom alerts/notifications and prioritized event views bring important issues to the forefront and enable efficient resolution.

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**Multi-platform Support**

Mobile Management 7.1 adds in-depth security and management capabilities for iOS devices, and continues pre-existing support for Android, Windows Phone 7, webOS™, Windows Mobile, Symbian, and BlackBerry devices.

**Complete Enterprise Mobility from Symantec**

In addition to Mobile Management, Symantec leads the market in other enterprise security capabilities for mobile devices.

• **Mobile Strong Authentication**

  * **Symantec™ Managed PKI** is the industry-leading PKI certificate management and authentication service that runs on Symantec’s proven, globally managed, and highly reliable infrastructure.

  * **Symantec™ VIP Access for Mobile** turns a mobile phone into a two-factor authentication security device using a native agent or an integrable SDK. It helps companies mitigate risk and maintain compliance with a scalable, reliable two-factor authentication platform.

• **Mobile Information Protection**

  * **Symantec™ PGP™ Viewer for iOS** allows enterprise users to decrypt and view secure email on iOS devices.

  * **PGP™ Support Package for BlackBerry® from Symantec™ allows** enterprises to extend PGP email security to individuals who use BlackBerry devices.

  * **PGP™ Mobile from Symantec™** provides email and file encryption for Windows Mobile based smartphone devices.

  * **Symantec™ Endpoint Protection Mobile Edition** provides comprehensive protection for Windows Mobile and Symbian smartphones against malicious threats with award-winning antivirus technology, an advanced firewall, and SMS antispam features.
Why Symantec

Enterprise Scalable Device Management: Built on Symantec’s industry-leading endpoint management platform, Mobile Management is the first product to bring the benefits of scalability and maturity to the MDM market. Enterprises can leverage this proven platform to adapt and act on the full range of enterprise use cases, from "bring-your-own device" to corporate owned and regulated paradigms, and ultimately achieve improved productivity, business optimization, and a competitive edge.

Holistic Security: Symantec helps protect mobile data, applications, and networks with the most trusted information, infrastructure, and identity protection technologies. Symantec’s broad portfolio of enterprise security products, from authentication to encryption and data leakage prevention, provide the comprehensive protection needed to secure new mobile environments. With a holistic approach to mobile security, Symantec mitigates the administrative complexities of multiple point products, increases operational effectiveness, and helps sustain compliance across all computing devices.

Integrated Management: Symantec allows efficient execution of enterprise IT initiatives with the industry’s most comprehensive lifecycle management solution for smartphones, tablets, desktops, laptops, and servers. Symantec solutions provide a common framework to standardize management of multiple mobile platforms, initiatives, and applications. With comprehensive functionality for enablement, security and management, Mobile Management facilitates uncompromised and unconstrained adoption of mobile devices in the enterprise.

System Requirements

Mobile Management requires the Symantec Management Platform, which includes the Symantec Management Console, Database, Notification Server and the Mobile Management components.

Management Platform
- Microsoft® SQL Server® 2005/2008

Devices Supported
- Apple: iOS 4.1 and above (iPhone 3G, 3GS, 4 and above, iPad 1 and 2)
- Google: Android 2.2 and above
- Microsoft: Windows Phone 7, Windows Mobile 6.1,6.5
- RIM: Blackberry OS 4.3 and above
- HP: WebOS 1.4.5 and above
- Nokia: Symbian v5.0.50
More Information

Visit our website
http://enterprise.symantec.com

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Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.
For specific country offices and contact numbers, please visit our website.

About Symantec
Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored. Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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