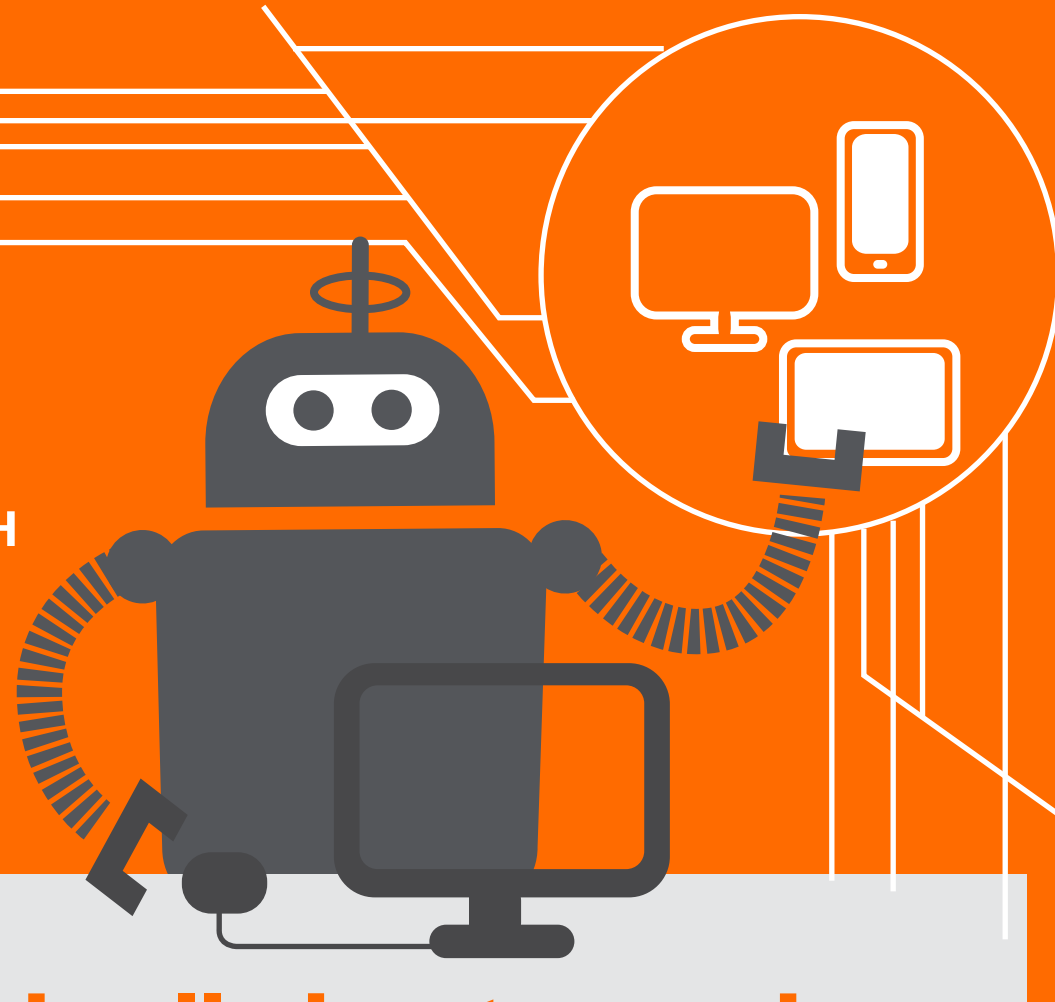


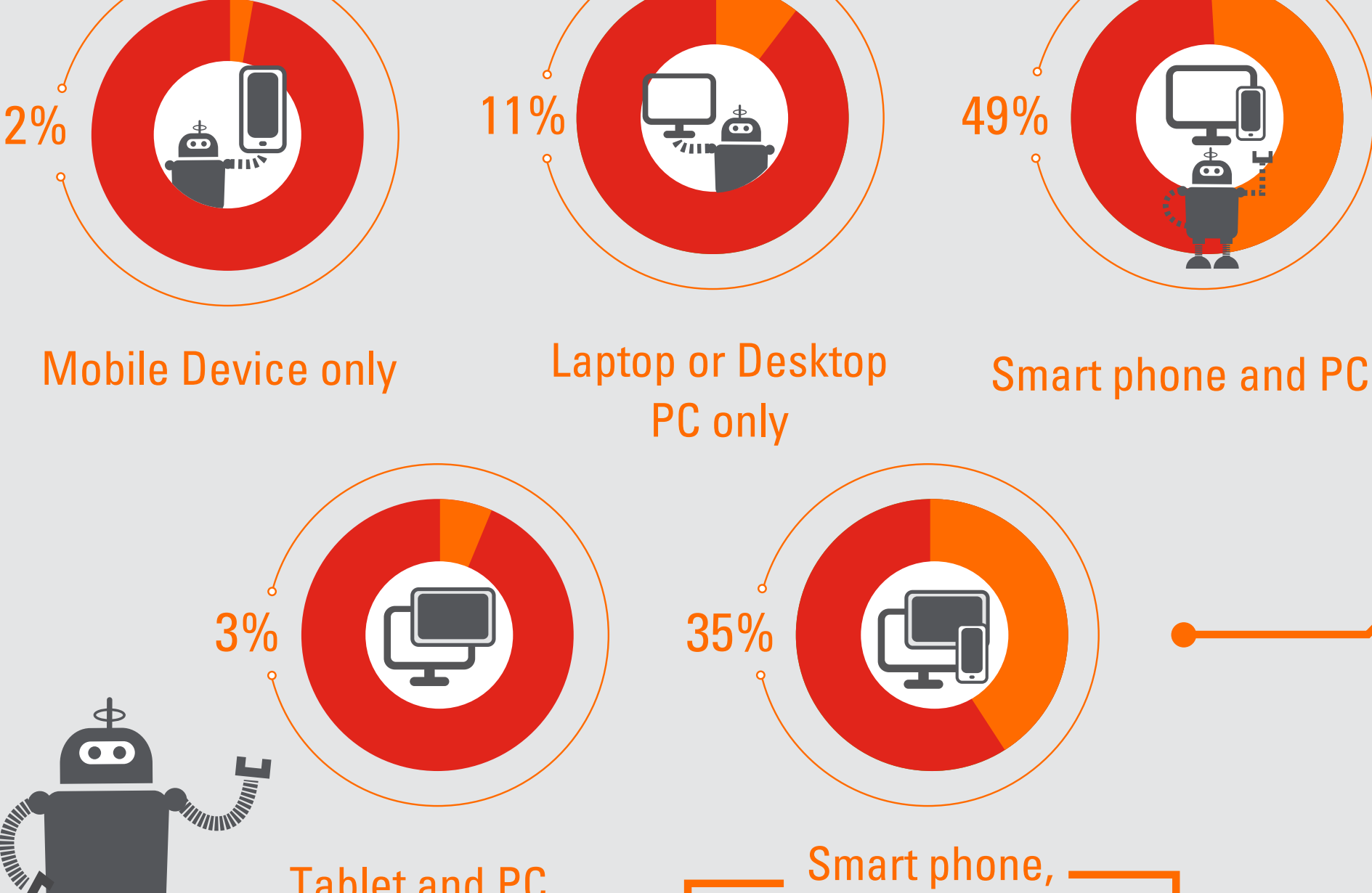
# EMPOWERING YOUR MOBILE WORKFORCE WITH SERVICE AUTOMATION



## Workforce Mobility is all about ensuring the portability of business IT resources

(applications, data, email, messaging, and web services)

### The majority of enterprise users employ multiple device types

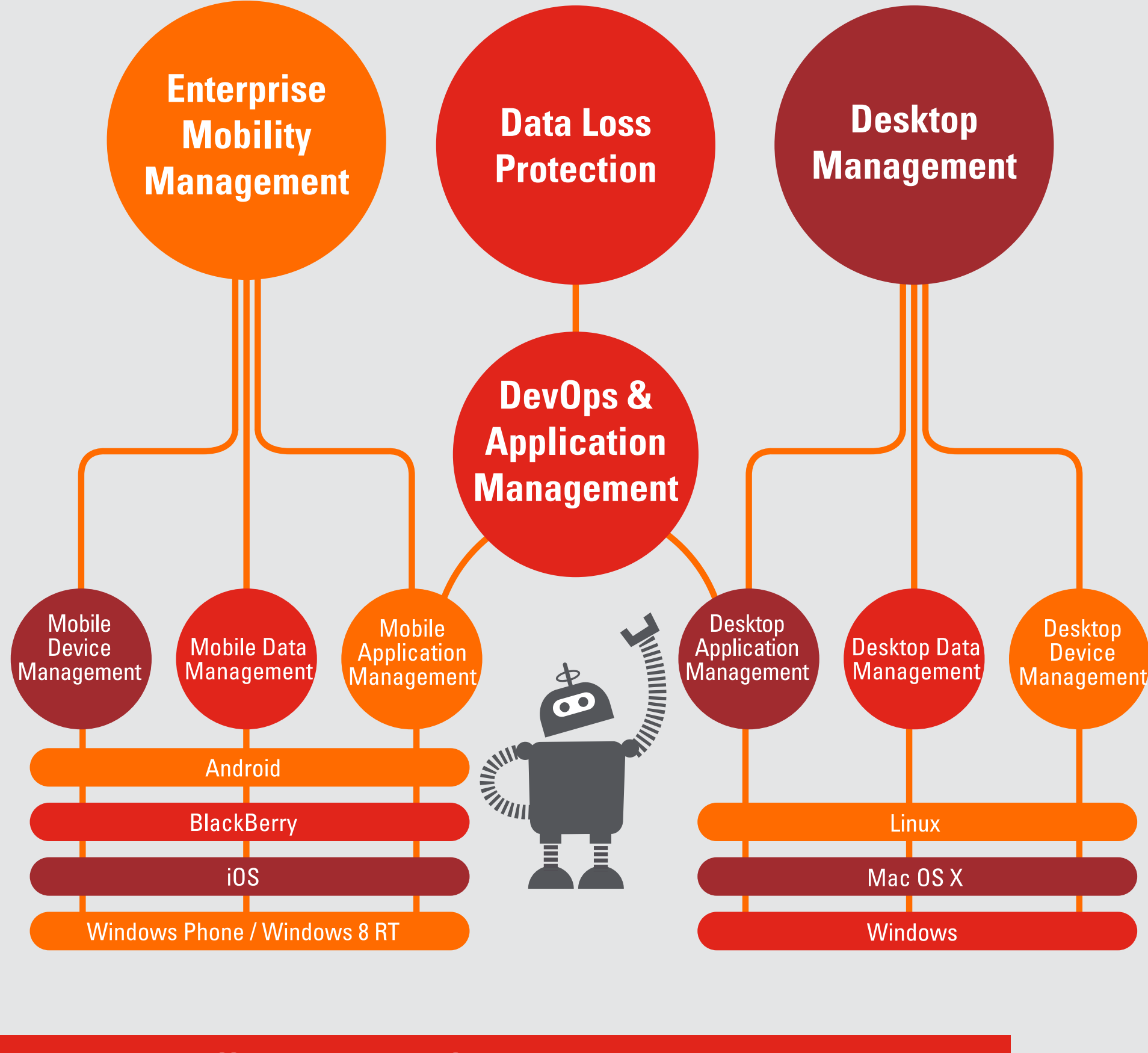


Only **15%** of enterprises consider themselves to be fully prepared to support a mobile workforce

**87%** of all business professionals employ both a PC and at least one mobile device

## Unified Endpoint Management is the practice of centrally ensuring a mobile workforce has continuous access to business IT resources from any device at any location.

### Unified Endpoint Management



### To be effective, Unified Endpoint Management processes must:

- 1 Enable highly-available and reliable access to business IT resources
- 2 Ensure all enterprise data is eminently secure at rest and in transit
- 3 Not limit or reduce user productivity
- 4 Affect only business applications and data and not a user's personal resources
- 5 Empower users with self-service capabilities

### Unified IT reduces administrative efforts and operational costs

By focusing on the efficient and secure delivery of business IT resources as a service:

- 1 Administrator time is used more efficiently
- 2 The number of user requests is greatly reduced
- 3 Management complexities are minimized
- 4 The need for out-of-hours support becomes a rare event

### Three key areas essential for enabling automation in mobility management processes:

#### 1. Consolidate Management Processes and Resources

- Smart phones, tablets, laptops, desktops, virtual machines, and servers should all be monitored and managed from a single unified console
- All asset configuration and status data must be continuously recorded in a centralized location
- Business IT resources should be consolidated onto enterprise servers and offered to remote devices as a service

#### 2. Adopt Automation Capabilities for All Endpoints in the Support Stack

- Employ integrated monitoring and management solutions that provide a broad range of automation capabilities
- Reduce operational costs by simplifying administrative tasks with a common management interface

#### 3. Enable End-User Self Service

- Empower end users with the ability to provision their own devices with little or no interaction with IT operations
- Provide a consolidated application delivery system, such as a mobile AppStore

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