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COMPANY CONTACT SOLUTIONS PRODUCTS CUSTOMERS PARTNERS NEWS & EVENTS SUPPORT

Provisioning Diagnostics FOTA Applications Enterprise

An always-on connection for your mobile professionals is top priority. Time is money. And information is power. Today's mobile professionals require their devices and services are operational and information on the device is secure. You need a solution that will enable you to remotely control every aspect of the device from updating or removing software, configuring email settings, or removing sensitive corporate data. Until now this was only a dream...

Sample Use Case

Subscriber Loses Corporate Asset: An enterprise user loses their mobile device during an industry conference. Valuable information such as corporate emails, product planning documentation, etc. is on the device.

Scenario: The subscriber calls customer support to cancel the phone service to avoid fraudulent charges. In addition, the customer support representative is able to use the FusionDM Enterprise Module to remotely lock the device to protect corporate data. At the subscriber's option, or per the corporation's security policies, the CSR may also send a remote wipe to remove any sensitive data that may exist on the device.

Result: FusionDM provides peace-of-mind to corporate users and IT managers by enabling the OTA locking and wiping of devices to prevent unauthorized access. This value added service can be used to generate per-use fees for protecting critical data and used to prevent loss from fraudulent calls and usage at the handset level.

Benefits

- Encourage Adoption of New Services and Devices. Simplify the process to configure corporate email, data sync, and other applications increasing adoption and usage of services.
Reduce Support Costs. Mitigate the support burden for corporate IT departments by providing real-time remote management of the mobile device.
Protect Corporate Information. Reduce the risk of exposing sensitive corporate data by remotely erasing or locking a lost or stolen mobile device.
Generate Incremental Revenue. Provide outsourced services for reducing support burden of enterprise IT.
Increase Customer Satisfaction and Reduce Churn. Enables you to provide user-friendly tools for the user to self-diagnose and resolve device issues.

"Bitfone's OTA software upgrade technology will support Motorola in our efforts to provide the best mobile experience for our customers."

Ruchi Mangalik
Director of Software Portfolio
Motorola's Personal Communication Sector

Downloads

- FusionDM Brochure
Software Component Management v1.0



