

SmartManager™ v1.85

Mobile Device Management

Smartphone Solutions Oy

- Service organization that offers mobile solutions based on the latest technology to corporate & community customers
 - **SmartMail™** -push email, calendar & contacts
 - **SmartManager™** - Mobile Device Management
 - Also encrypting, virus protection and firewall solutions
- Finland: over 50 resellers, more that 600 user organizations, market leader
- Packaging and branding best-of-breed mobile solutions and testing that everything works together
- **SmartManager™** - service is easy and fast to deploy either using hosted solution or local installation model

SmartManager MDM

- SmartManager MDM is comprehensive device management platform for any enterprise
- Flexible solution
 - Operator-independent
 - Device independent
 - *Symbian 60 v2*
 - *Symbian 60 v3*
 - *Symbian 80*
 - *Sony Ericsson UIQ v3*
 - *Windows Mobile 5 & 6*
 - *Windows CE*
 - *Windows XP & Vista (onboard computers @ cars & for small companies with no other remote management & inventory for PC)*
 - Hosted or local installation (*Windows or Linux server*)
- Devices and their users are supported throughout the lifespan of device, from initial configuration to termination

[-] Device list
Registered
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Device models
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Security
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[-] Settings
System settings
Intervals
Access points
Mail boxes
Mail services
Country info
Administrators
[+] Tools
Logout

SmartManager MDM – the Big Picture

Configuration (manually or over-the-air (OTA))
communications, security and device settings, SW installs

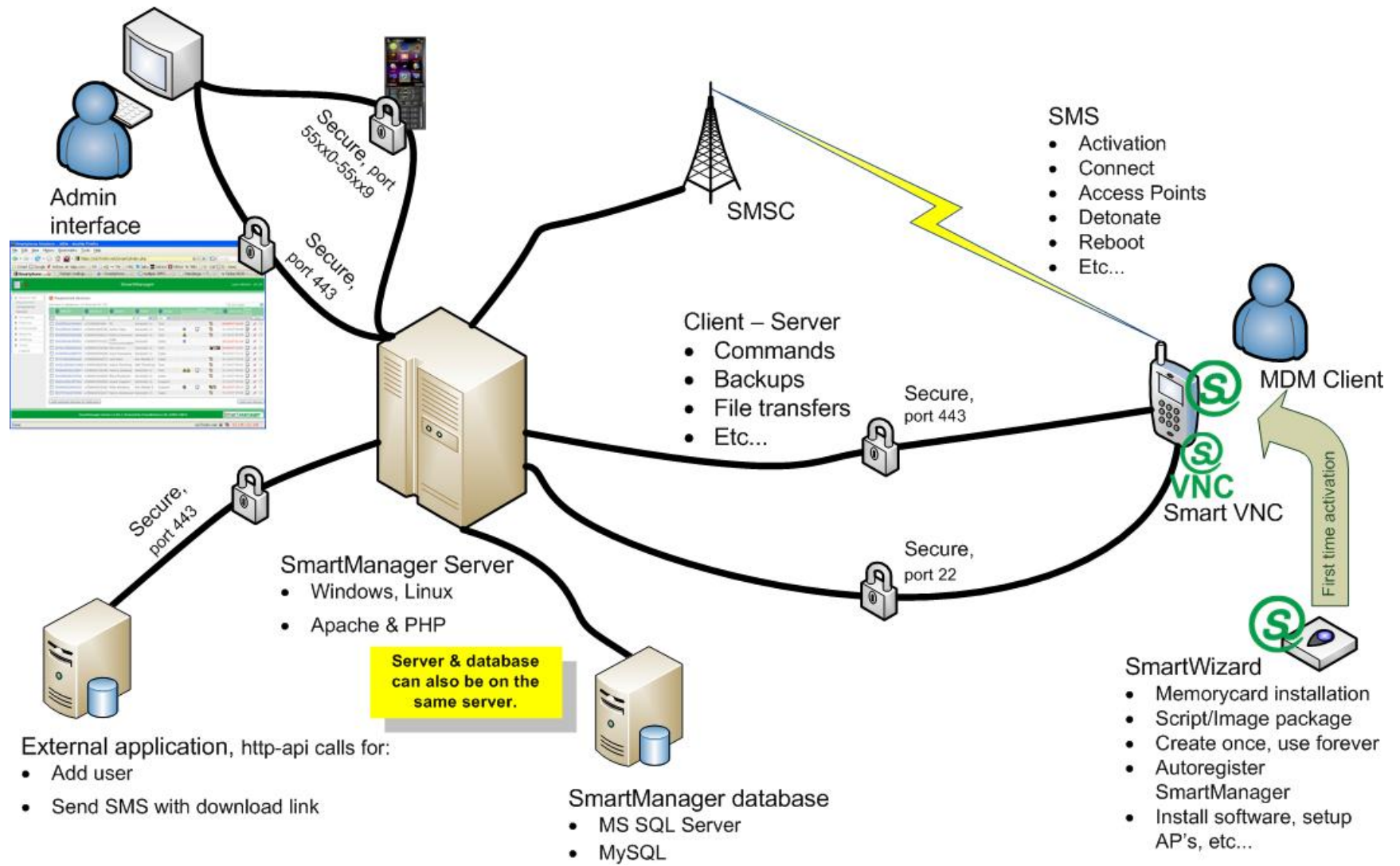
Updating (over-the-air)
SW updates, changes to configuration

Continuous DM
monitoring of devices
restrictions for use
inventory
trouble locating
troubleshooting

Continuous data mgmt
backup/restore
file transfers
data synchronization

Termination
data back-up/erasing of data

SmartManager framework



SmartManager MDM - Inventory

SmartManager
Last refresh: 10:35

Device list

Registered

Unregistered

Banned

Grouping

Policies

Commands

Reports

Settings

Tools

Logout

Registered devices:

Devices in database: 13 (license for 15)

IMEI/ID	Phone nr	Owner	Model	Group	Alerts	La	
					Security	Software	Misc
<input type="checkbox"/>			All	All			
<input type="checkbox"/>	351855016704969	+37255687400	FD	Series60 v2	Test		02.08.
<input type="checkbox"/>	352255014708543	+358503865382	Jukka Talja	Series60 v3	Test		31.10.
<input type="checkbox"/>	353659010342505	+358407060123	Riikka Kinnunen	Series60 v3	Test		31.10.
<input type="checkbox"/>	354305004358052	+358505751521	Kalle Kommunikaattori	Series80	Sales		25.10.
<input type="checkbox"/>	35761700009324	+358503734398	Riku Rosvo	Series60 v2	Test		09.08.
<input type="checkbox"/>	353659011050578	+358504094388	Jouni Pennanen	Series60 v3	Sales		30.10.
<input type="checkbox"/>	357719000856660	+358503866572	Veli Holm	Win Mobile 5	Sales		31.10.
<input type="checkbox"/>	302012D596CX052	+358503865382	Jukka ThinkPad	IBM ThinkPad	Test		31.10.
<input type="checkbox"/>	353640010113807	+358503734398	Teemu testaaja	Series60 v3	Test		31.10.
<input type="checkbox"/>	359380006239746	+358407303852	Mika Mustonen	Series60 v2	Sales		31.10.
<input type="checkbox"/>	356211001397333	+358447983500	Saara Support	Series60 v3	Support		31.10.
<input type="checkbox"/>	352442010491510	+358442832416	Wille	Win Mobile 5	Support		31.10.
<input type="checkbox"/>	352757016579905	+358442832417	Henry	Win Mobile 5	Support		31.10.

7 pages: 1 2 3 4 5 6

Full name	Program name	Ver	Run	Run time	UID
3D-äänet	3DAudio				0 10201afd
Adobe Reader	AdobeReader				0 20001bb9
Anykey	Anykey		<input checked="" type="checkbox"/>	2d 6h 47m 58s	1020e4f1
Asennus	SWInstSvrUI				0 101f875a
Asetukset	GSApp			1m 23s	100058ec
Avaya one-X Mobile	Champ_Dx20003540	4.2.8			0 20003540
Bluetooth	Btui			10s	10005951
BusWatch	[101cbfd0]	1.3.0			0 10122df5
C2Doom Core	c2doomexe				0 e01f3d67
CatLauncher	CatLauncher				0 102055f3
CfmwLauncher	CfmwLauncher			1m 5s	10204375
Common Processor	DRMCommonProcessor				0 200015b5
Company Directory	GALStandAlone				0 2000b012
Corporate Phonebook	corporatepbk	1.3.2			0 20004571
Email	DualityEmailViewer			1m 32s	200010c3
Estlys	SVGTViewerApp				0 101f874a
Flash-solitin	SAFlash	2.0.0			0 101fd693
Font Magnifier	FontMagnifier	1.31.0			0 2000bc16
FromVNC	FromVNC_0x20007CD4	1.3.370		2h 13m 53s	20007cd4
GPS-tiedot	Blid				0 101f85a0

Main information	
Free memory	17640 KB
RAM disk	17640 / 17642 KB
Phone flash	96816 / 150848 KB
Memory card	19680 / 991488 KB
Bluetooth state	Off (visible) [hidden]
Bluetooth name	
Autolock time	-1
SMSC number	+358508771010
Access points	Easy WLAN; Elisa WAP GPRS; Elisa WAP; kerberos [BROWSER]; Elisa Internet [MDM3]; bluebox [NDM2]; kalaverkko [MDM1]
Firmware	V 12.0.013 19-06-07 RM-159
Password	smart
IMSI	244052631421089 [Finland]
Private IMSI(s)	
Mobile country code	244 [Finland]
Mobile network code	5
Network selection	
Operator name	elisa
UserAgent	NOKIA N95, Series60v3.1
Device language	Finnish
Device time	31.10.2007 09:05:24
Time zone offset	2
Last connection time	31.10.2007 09:05:31
Next connection time (estimated)	31.10.2007 13:05:31
Battery charge status	42%
Sent data (GPRS/3G)	22 110 KB
Received data (GPRS/3G)	27 839 KB
Sent+received (GPRS/3G)	49 949 KB
Sent data (WLAN)	12 293 KB
Received data (WLAN)	24 534 KB
Sent+received (WLAN)	36 828 KB
Device addition time	02.08.2007 16:40:02
MAC address	00:18:8D:07:2F:47
Additional information	
Number of missed calls	0
Time of latest call (GMT)	
Inactivity time	37m 20s
Cell ID	404618
Location area code	29006
GPS records	1458

Advanced inventory for device base, device settings, data usage, applications etc.

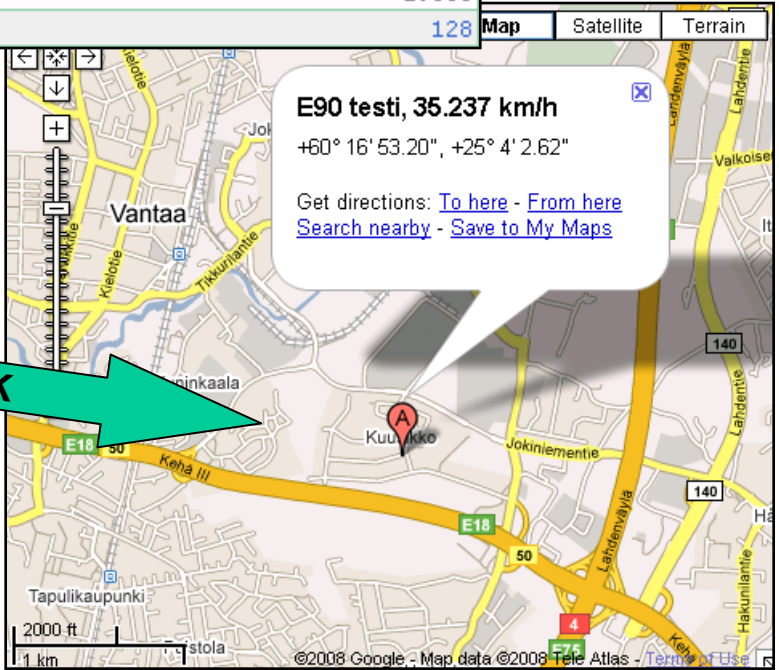
SmartManager MDM – Extra Information

Great for tracking vehicles...

Timestamp (GMT)	Latitude	Longitude	Altitude	Speed(kmh)	
04.09.08 14:49:21	60.280393	25.060193	46.500000	0.344	Map
04.09.08 14:45:12	60.280598	25.060072	57.000		
04.09.08 14:44:42	60.280777	25.060046	58.500		
04.09.08 14:44:11	60.280745	25.060097	63.000		
04.09.08 14:43:41	60.281243	25.059753	60.500		
04.09.08 14:43:11	60.281149	25.063998	69.000		
04.09.08 14:42:41	60.281445	25.067395	69.000		
04.09.08 14:42:11	60.284085	25.067266	54.000		
04.09.08 14:41:41	60.285183	25.060449	45.000000	47.865	Map
04.09.08 14:41:11	60.285677	25.053283	40.500000	63.132	Map
04.09.08 14:40:41	60.282162	25.046901	46.000000	25.632	Map
04.09.08 14:40:11	60.280831	25.044105	48.000000	72.677	Map
04.09.08 14:39:41	60.282025	25.033388	41.000000	83.466	Map
04.09.08 14:39:11	60.283576	25.021161	45.000000	84.535	Map
04.09.08 14:38:41	60.286330	25.009654	40.000000	87.482	Map
04.09.08 14:38:11	60.287297	24.996570	36.000000	83.797	Map
04.09.08 14:37:41	60.287219	24.983905	50.000000	90.081	Map
04.09.08 14:37:11	60.290528	24.972029	49.500000	69.566	Map
04.09.08 14:36:41	60.293362	24.963199	44.000000	25.798	Map
04.09.08 14:36:11	60.291870	24.960721	51.000000	32.042	Map
04.09.08 14:35:42	60.289565	24.961962	50.000000	16.709	Map
04.09.08 14:35:11	60.289626	24.964503	52.500000	0.924	Map
04.09.08 14:34:41	60.289566	24.964570	48.500000	0.209	Map

Additional information

Number of missed calls	0
Time of latest call (GMT)	
Inactivity time	3h 14m 58s
Cell ID	404618
Location area code	29006
GPS records	128



Not collected by default, collection must be turned on by Administrator.

SmartManager MDM - Reporting

APPLICATIONS PLATFORM: SYMBIAN | WINDOWS MOBILE | WINDOWS PC

14 pages: 1 2 3 4 5 6 20 per page

Application	Type	Installed	Running	History	Total run time	Average run time
Phone	Symbian	9	9	8	12d 1h 32m 13s	1d 12h 11m 31s
Anykey	Symbian	7	7	7	9d 18h 2m 40s	1d 9h 26m 5s
Idle	Symbian	7	7	7	9d 18h 3m 23s	1d 9h 26m 11s
Duality	Symbian	6	6	7	9d 21h 38m 19s	1d 15h 36m 23s
Menu	Symbian	6	6	5	5d 4h 8m 52s	1d 49m 46s
vcommandmanager	Symbian	3	3	3	5d 13h 5m 10s	1d 20h 21m 43s
AnykeyScList	Symbian	2	2	2	1d 20h 11m	22h 5m 30s
Menu2	Symbian	3	2	3	4d 16h 13m 47s	1d 13h 24m 35s
blinkingled	Symbian	2	2	2	1d 20h 11m 52s	22h 5m 56s
essysapp	Symbian	2	2	2	3d 6h 17m 12s	1d 15h 8m 36s
CamMojave	Symbian	6	1	3	2d 9h 30m 46s	19h 10m 15s
Cmgr	Symbian	1	1	1	23h 48m 22s	23h 48m 22s
Desk	Symbian	1	1	1	23h 48m 51s	23h 48m 51s
EmailLedController	Symbian	1	1	1	2d 7h 26m 42s	2d 7h 26m 42s
MDMClient_0x20000197	Symbian	7	1	3	1h 22m 25s	27m 28s
Mcentre	Symbian	1	1	1	23h 48m 22s	23h 48m 22s
MsgMailViewer	Symbian					
Opera	Symbian					
Phoneapp	Symbian					
anykey	Symbian					

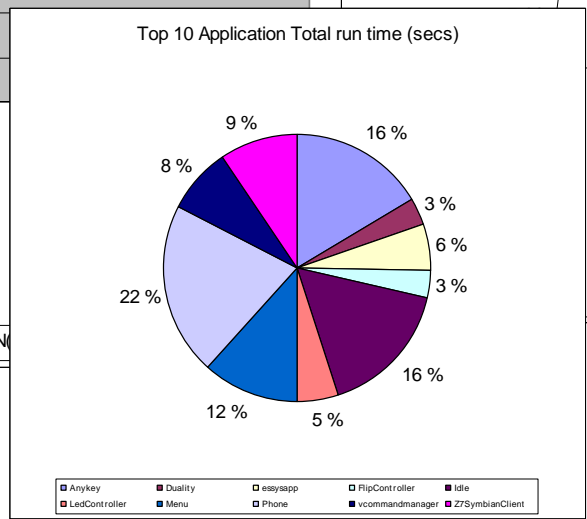
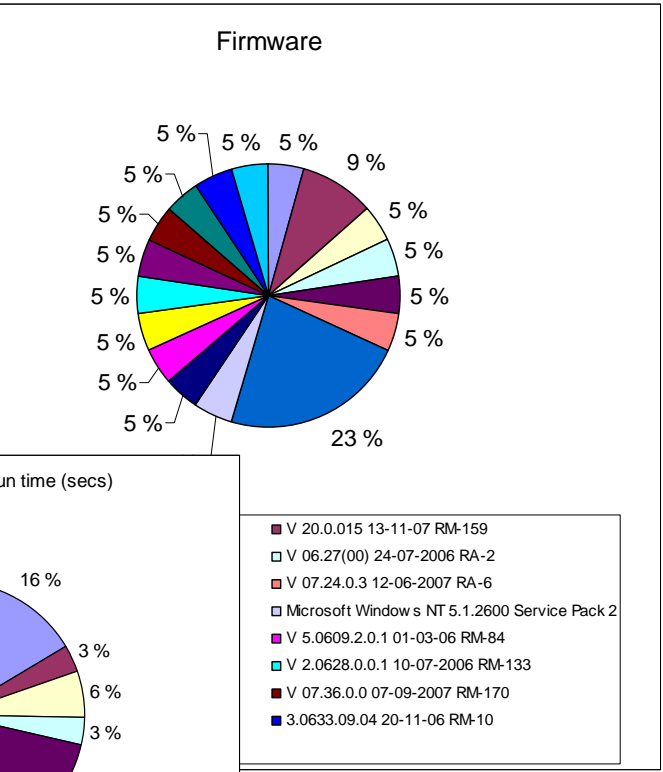
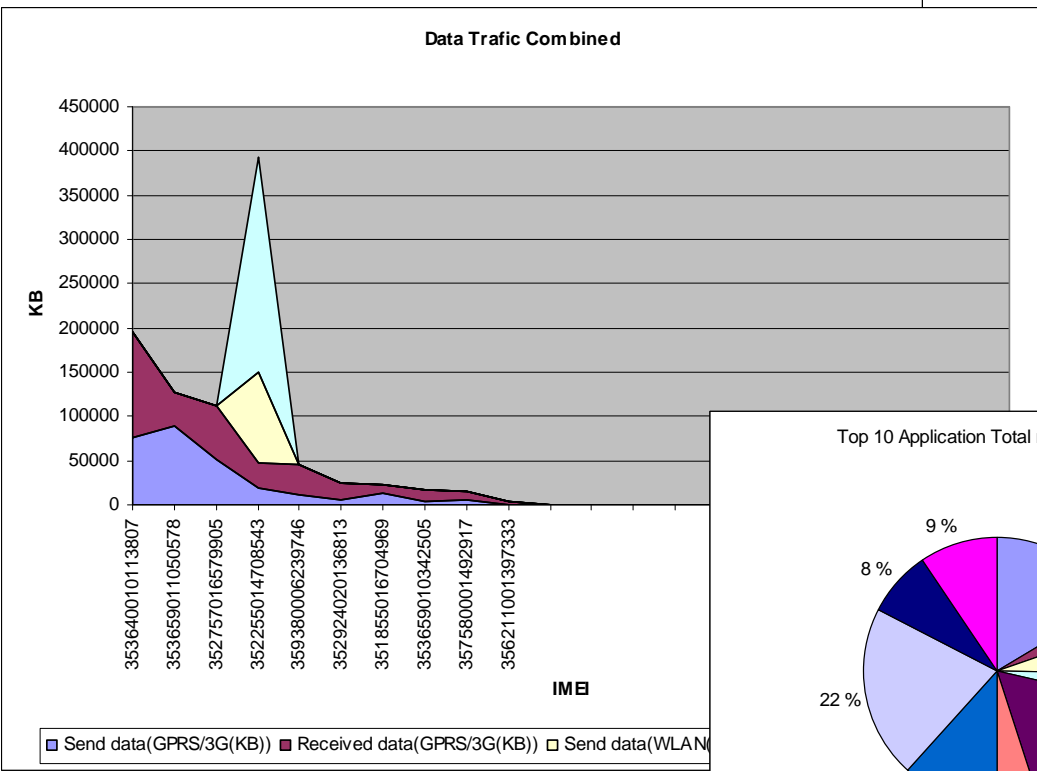
3G/GPRS data(KB)			WLAN data(KB)		
Sent	Received	Total	Sent	Received	Total
50117	15348	65465	38856	21796	60653
35809	85618	121427	0	0	0
22109	27839	49949	12293	24534	36827
20326	20475	40801	0	0	0
14231	7814	22046	0	0	0
9073	3663	12737	0	0	0
7822	29676	37498	0	0	0
5610	35986	41597	0	0	0
778	1148	1927	0	0	0
151	42	193	0	0	0

Powerful reporting, easy to read reports about applications, memory, data usage, firmware, network, bluetooth, location...

Owner name	Model	Group	Firmware
	Series60 v2	Test	V 03.55 23-11-06 RM-86
ka Talja	Series60 v3	Test	V 12.0.013 19-06-07 RM-159
ka Kinnunen	Series60 v3	Test	V 07.24.0.3 12-06-2007 RA-6
lle Kommunikaattori	Series80	Sales	V 06.27(00) 24-07-2006 RA-2
ku Rosvo	Series60 v2	Test	V 4.04.07 22-08-05 RM-36
uni Pennanen	Series60 v3	Sales	V 07.24.0.3 12-06-2007 RA-6
li Holm	Win Mobile 5	Sales	Windows Mobile PocketPC; CE 5.1.195; HERM200
lva ThinkPad	IBM ThinkPad	Test	Windows XP 5.1 2600 Service Pack 2

Current country	SIM card country	Device language	Time difference	Offset
Estonia	Estonia	UK English	15s	3
Finland	Finland	Finnish	7s	2
Finland	Finland	Finnish	1m 12s	2
Finland	Finland	Finnish	59m 4s	2
Finland	Finland	Finnish	1m 54s	2
Finland	Finland	Finnish	1m 30s	2
Finland	Finland	English - United States	30s	2
Finland	Finland	English - United States	4m 50s	2
Finland	Finland	Finnish	3m 3s	2
Finland	Finland	Finnish	51s	2
Finland	Finland	Finnish	10s	2
Finland	Finland	Finnish - Finland	35s	2
Finland	Finland	Swedish	1m 3s	2

SmartManager MDM – Reports



- V 20.0.015 13-11-07 RM-159
- V 06.27(00) 24-07-2006 RA-2
- V 07.24.0.3 12-06-2007 RA-6
- Microsoft Windows NT 5.1.2600 Service Pack 2
- V 5.0609.2.0.1 01-03-06 RM-84
- V 2.0628.0.0.1 10-07-2006 RM-133
- V 07.36.0.0 07-09-2007 RM-170
- 3.0633.09.04 20-11-06 RM-10

These SmartManager usage graphs provided to you by Smartphone Solutions with SmartManager.

SmartManager MDM – Management (1/3)

Manage settings for accesspoints, email, bluetooth, autolock. Install software & certificates, copy & move files, send messages & track delivery...

File operation:

Phone language: Phone memory:

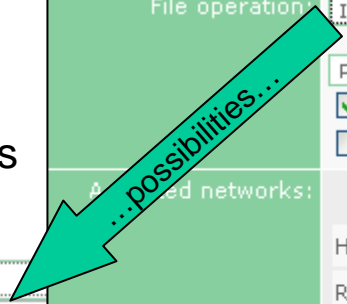
Upgrade app Upgrade data

Assigned networks:

	(W)LAN	Mobile network
Home country	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Roaming	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Private IMSI		

SIS package to install:
e.g. Z:\System\

Message to user:



- Create folder
- File operations**
- Create folder
- Copy file(s) to device(s)
- Copy file(s) from device(s)
- Delete file(s)
- Delete folder (recursive)
- Launch file
- Move file(s) from device(s)
- Restore file(s) to device(s)
- Install application on device(s)
- Other operations**
- Reboot
- Uninstall application
- Kill application
- OMA DM command
- Install certificate
- Identify
- Registry operation (Windows only)
- Create access point
- Create bookmark
- AT command
- Network mode

- MDM message
- MDM message
 - Standard SMS
 - Connect!
 - Reboot!
 - Detonate!
 - MDM Client link and activation
 - Access point
 - Activate!
 - Reset database!
 - IAP for OMA DM
 - Encryption reset
 - Enable TARM

Group	Back-up	Restore	Rep	Ongoing
Test				
Test	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Support				
Sales				
Test	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Sales				
Sales				
Support				
Test				
Sales				
Sales				

New operation | Operations history | Cancel repeating back-ups

Back-up:

Restore:

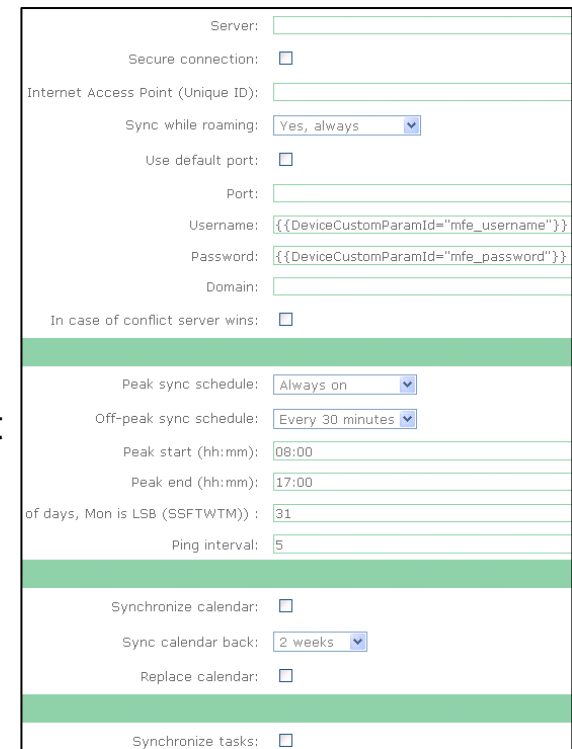
SmartManager MDM – Management (2/3)

- Policies
 - Applications can be blacklisted
 - Users can be prevented from installing applications
 - Camera, internet browser, video streaming apps, anything...
 - Bluetooth settings can be monitored and enforced
 - SIM card change can be denied (anti-theft feature)
 - Device autolock management
- Software distribution
 - Applications can be distributed and installed / upgraded (or uninstalled) remotely
- Provisioning/enforcing of settings
 - Access points and e-mail settings can be provisioned and enforced
- Backup/restore of data
 - User and program data can be backed up (on schedule) and restored also to a different device types (depending of data & devices)
 - Backup; Calendar, Contacts, SMS Inbox, Bookmarks, Notes, Files, etc...
- File transfers
 - Files can be copied over to both directions, certificates can be installed, files executed, ...
 - Transfer of files to be installed can be denied while roaming



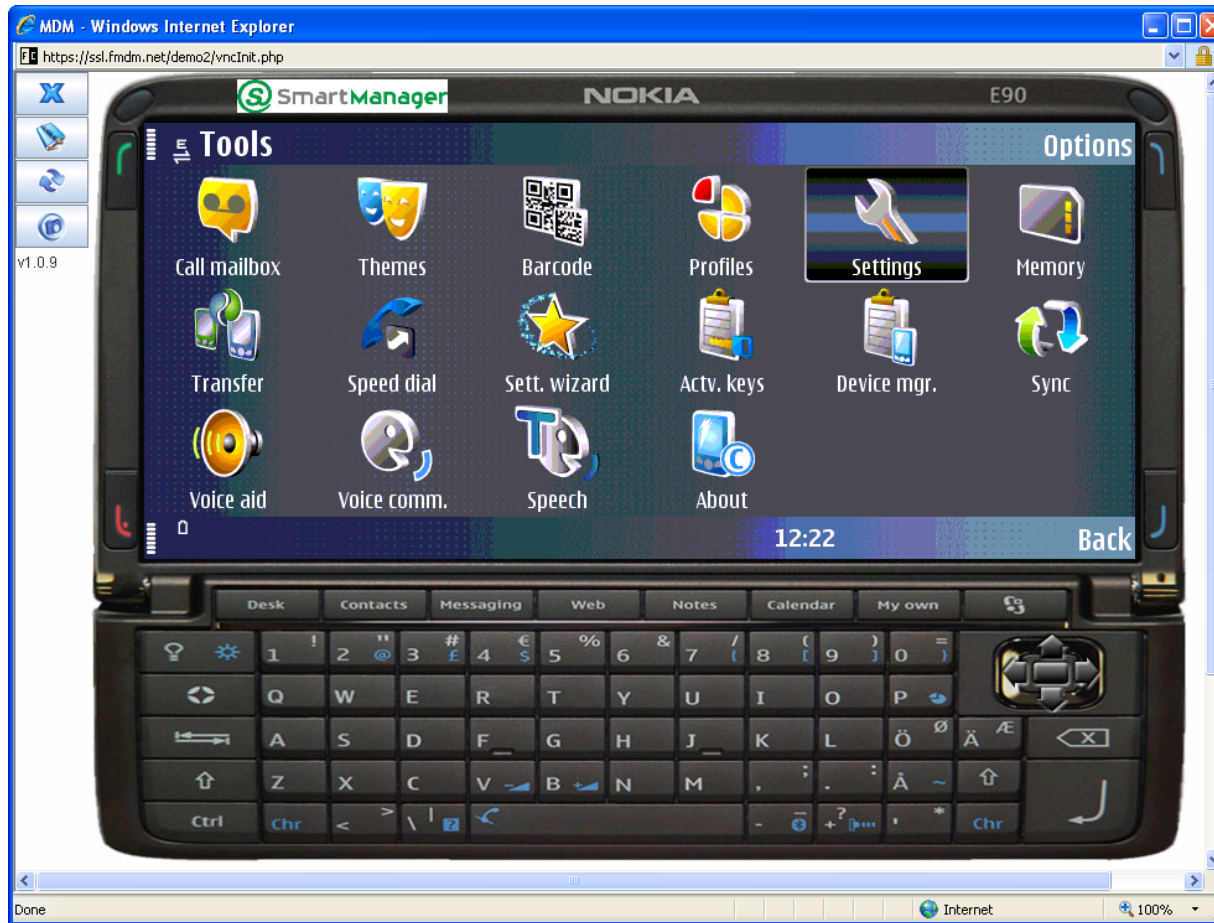
SmartManager MDM – Management (3/3)

- Ready OMA templates for:
 - VoIP Setup
 - Eg: Standard SIP, ICC For Alcatel-Lucent, Siemens HiPath, etc...
 - Accesspoint Setup
 - Eg: WLAN EAP-LEAP, EAP-PEAP, EAP-MSCHAPV2, Preshared, etc...
 - Terminal Security
 - Lock/Unlock device, Set Autolock, Factory reset device, Device encryption / decryption
 - Email
 - POP3/IMAP4 mailbox, MfE profile
 - Other
 - VPN, F-Secure, Psiloc connect, Point-Sec Install profile



The screenshot displays a configuration form for an OMA profile. The form is organized into sections separated by green horizontal bars. The first section contains fields for 'Server', 'Secure connection' (checkbox), 'Internet Access Point (Unique ID)', 'Sync while roaming' (dropdown menu set to 'Yes, always'), 'Use default port' (checkbox), 'Port', 'Username' (with a placeholder for a device custom parameter), 'Password' (with a placeholder for a device custom parameter), and 'Domain'. The second section includes 'In case of conflict server wins' (checkbox), 'Peak sync schedule' (dropdown menu set to 'Always on'), 'Off-peak sync schedule' (dropdown menu set to 'Every 30 minutes'), 'Peak start (hh:mm)' (08:00), 'Peak end (hh:mm)' (17:00), 'of days, Mon is LSB (SSFTWTM))' (31), and 'Ping interval' (5). The third section contains 'Synchronize calendar' (checkbox), 'Sync calendar back' (dropdown menu set to '2 weeks'), and 'Replace calendar' (checkbox). The final section has 'Synchronize tasks' (checkbox).

SmartManager MDM – Remote Display



Devices can be accessed remotely in order to troubleshoot devices and support end users like never before.

SmartManager's remote access technology is based on VNC secured by SSL and works even over plain narrow bandwidth connections.

SmartManager™ - F-Secure activation example

- Create script to admin console
- Select target device / devices or devicegroup & user group
- Send commands... ..and wait

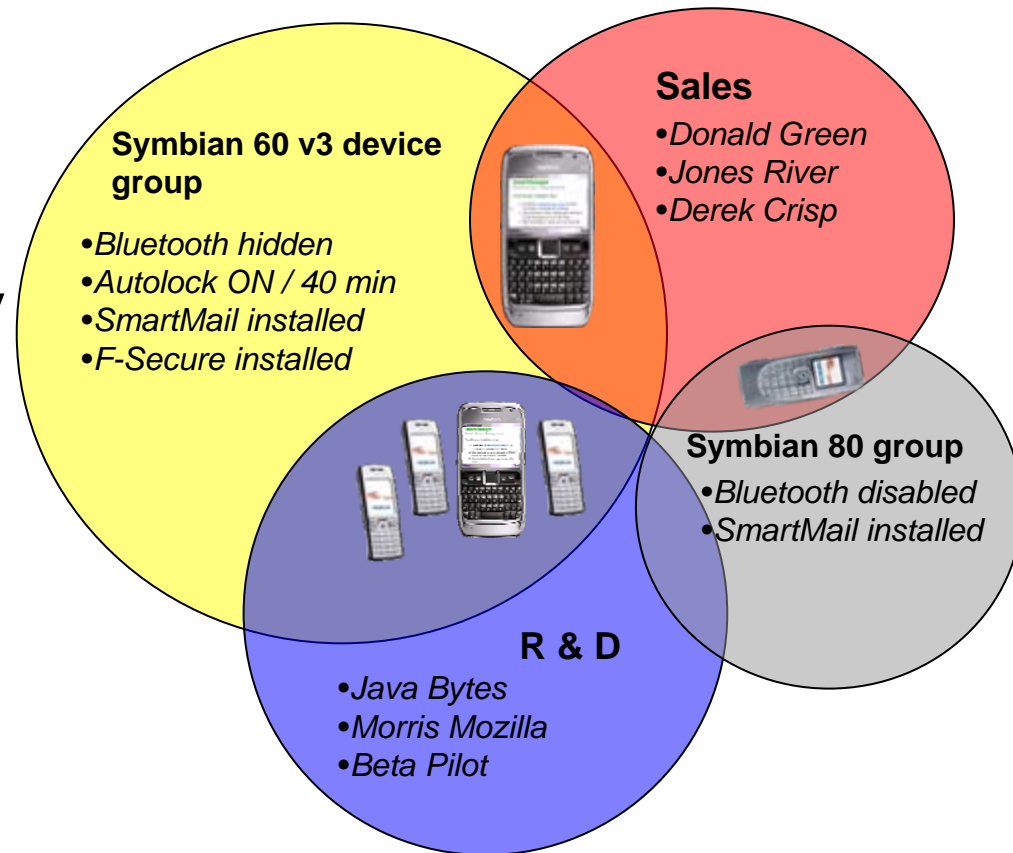
```

./FSecure/FSMVA/Settings/DefaultAccessPoint
./FSecure/FSMVA/Settings/SubscriptionCode
./FSecure/FSMVA/Operation/Activate
./FSecure/FSMVA/Operation/SMSRegistration
./FSecure/FSMVA/Settings/RealTime/Value
./FSecure/FSMVA/Settings/AutoUpdate/Value
./FSecure/FSMVA/Settings/AutoUpdate/Editable
./FSecure/FSMVA/Settings/Firewall/Profile/Value
./FSecure/FSMVA/Operation/StartAV
    
```

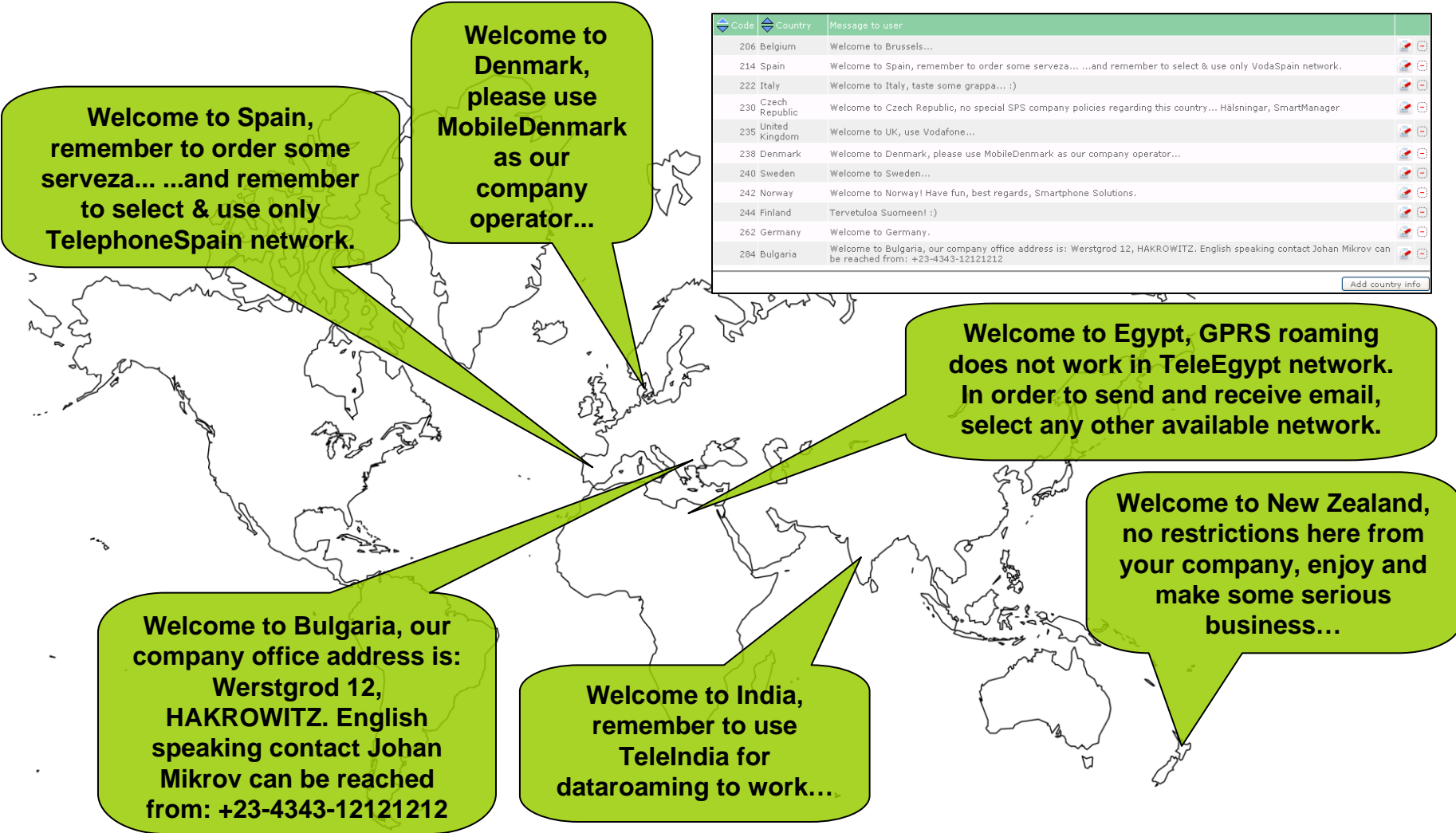


SmartManager™ - Automatic policy management

- When a new device is added to SmartManager and it is placed to a certain group in company (*Test, Pilot, Sales, Marketing, R&D, etc...*) all the policies, software installations, bluetooth & autolock rules, etc. previously applied to this group are automatically executed for this new device
- No need for admin to manually add all the rules, software packages, etc. for newly added device



SmartManager™ - Automatic country specific "Welcome" message



Welcome to Spain, remember to order some serveza... ..and remember to select & use only TelephoneSpain network.























Welcome to Denmark, please use MobileDenmark as our company operator...

Welcome to Bulgaria, our company office address is: Werstgrad 12, HAKROWITZ. English speaking contact Johan Mikrov can be reached from: +23-4343-121212

Welcome to India, remember to use TeleIndia for dataroaming to work...

Welcome to Egypt, GPRS roaming does not work in TeleEgypt network. In order to send and receive email, select any other available network.

Welcome to New Zealand, no restrictions here from your company, enjoy and make some serious business...

Code	Country	Message to user	
206	Belgium	Welcome to Brussels...	 
214	Spain	Welcome to Spain, remember to order some serveza... ..and remember to select & use only VodaSpain network.	 
222	Italy	Welcome to Italy, taste some grappa... :)	 
230	Czech Republic	Welcome to Czech Republic, no special SPS company policies regarding this country... Hålsningar, SmartManager	 
235	United Kingdom	Welcome to UK, use Vodafone...	 
238	Denmark	Welcome to Denmark, please use MobileDenmark as our company operator...	 
240	Sweden	Welcome to Sweden...	 
242	Norway	Welcome to Norway! Have fun, best regards, Smartphone Solutions.	 
244	Finland	Tervetuloa Suomeen! :)	 
262	Germany	Welcome to Germany.	 
284	Bulgaria	Welcome to Bulgaria, our company office address is: Werstgrad 12, HAKROWITZ. English speaking contact Johan Mikrov can be reached from: +23-4343-121212	 

[Add country info](#)

SmartManager™ - Wins Top Prize Q4/2008

- SmartManager technology provider Fromdistance Ltd has won the top prize in the management and innovation competition.
- Organized by the Device Management Forum and Mobile Monday in the competition aimed to select the device, application or service that is most innovative and likely to be the most effective at delivering benefits to stakeholders.
- Abraham Joseph, Founder of the Device Management Forum added, *“We received a number of very high quality entries but the judges were particularly impressed with Fromdistance’s solution.”*



SmartManager™

Mobile Device Management

Smartphone Solutions Oy

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