Radix Mobile Device Management (MDM)

March 2015

Worldwide, organizations operating in every field of activity are integrating hardware and software technology into their systems. Scenarios range from enterprises giving smart phones to their employees, to school districts providing students and teachers with tablets. As a result many new technology structures are emerging. No matter what the structure, in order to run smoothly and accommodate ongoing technology advancements, a management platform is required. From here all devices and apps can be monitored and supported in a user-friendly environment. Radix MDM allows

administrators to manage and control devices remotely from a cloud-based platform for centralized remote support.

Radix MDM enables help desks, IT administrators and project leaders to centrally manage and support thousands of device owners wherever they are. Reaching well beyond the local network boundaries, Radix MDM delivers a bird's-eye view of the entire device fleet. Administrators are empowered to give the best support possible with optimal conditions for decision-making.

Whatever the environment – municipality, university, school, help desk centers or enterprises - Radix MDM can most effectively cater to the requirements of each case.

Why do you need an MDM? Every organization wants to capitalize on their existing technology investment, while safely integrating the mass of smartphones and mobile computing devices flooding their borders. Whether looking for business scalability, or 21st century education opportunities, employees and students operating independently outside the local network is a reality that must be centrally managed. Otherwise, smartphones, laptops and tablets risk policy violations, network infrastructure disruptions and security threats that can destroy any potential gains.

Radix MDM selected features

Remote control 1:1

Perform technical support tasks without limits, controlling remote clients and assisting users. Work alongside or take over the screen – all from the comfort of your web browser console.

- Control over multiple remote clients
- Balance speed and quality – in full screen or customized windows
- Share the clipboard for convenient text and script transfers
- Open and work on a shell remotely, without interrupting users
- Execute remote commands, tasks and complex scripting
- Perform bidirectional file transfer (File Explorer)
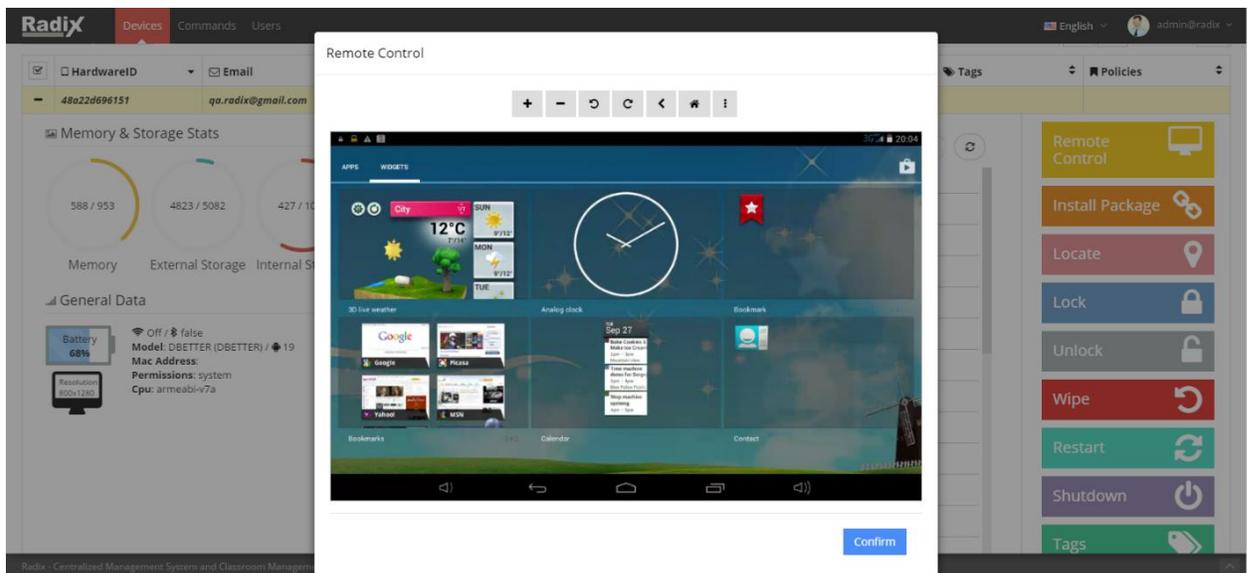
Policy imposing

Impose policies, working models and create different interface scenarios - such as limiting Internet or software usage, device settings, communication ports and more.

- Impose security and usage policies and prevent unauthorized data exposure
- Create encapsulated environments (kiosks) based on preconfigured policies
- Lock apps (locked and hidden) and whitelist others to remove distractions

- Create customized desktop environments

- Restrict access to local and external storage

- Restrict access to the Internet and web via white and/or black lists

- Restrict tablet usage by schedules or triggers

- Enable/disable Wi-Fi, Bluetooth and other hardware elements

Software distribution and update

Optimize software installation, create distribution packages and push applications silently etc.

- Distribute and install apps silently with no user intervention

- Distribute software directly from a web link or the MDM server repository

- Dispatch and collect files from a central repository to and from clients

- Distribute large files in slices to reduce network overload
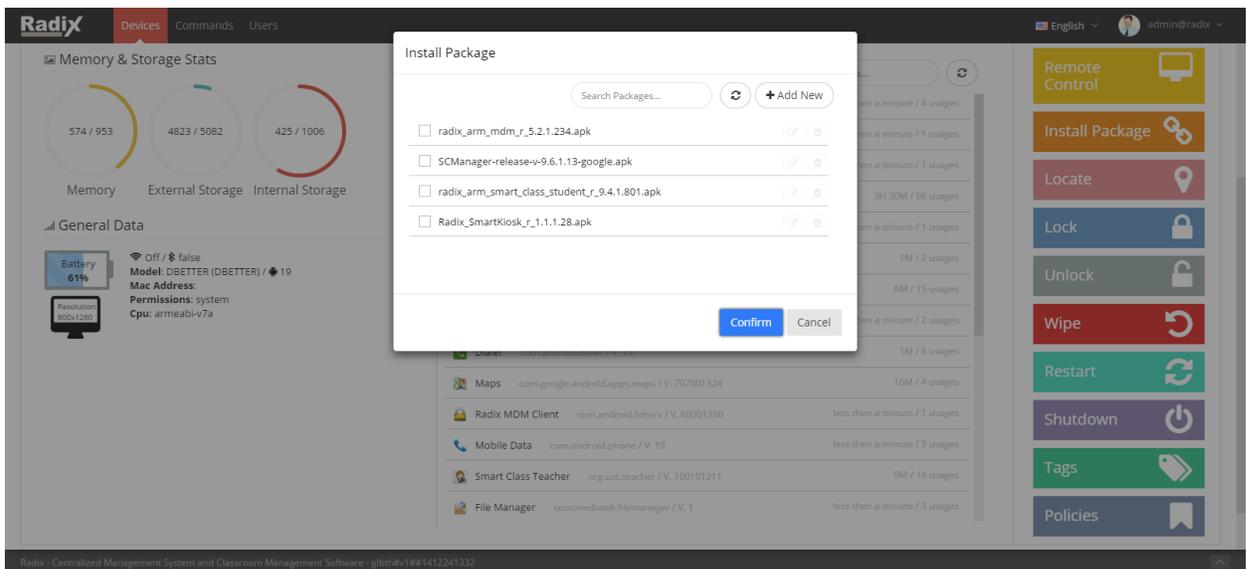
Device tracking and locking (anti-theft)

Easy tracking and effective protection in case your device is lost or falls into the wrong hands. Simply lock device access, wipe the content and unlock when found.

- Device tracking by GPS, cell data or Wi-Fi

- Lock and unlock device to render it useless

- Wipe device data by remote command
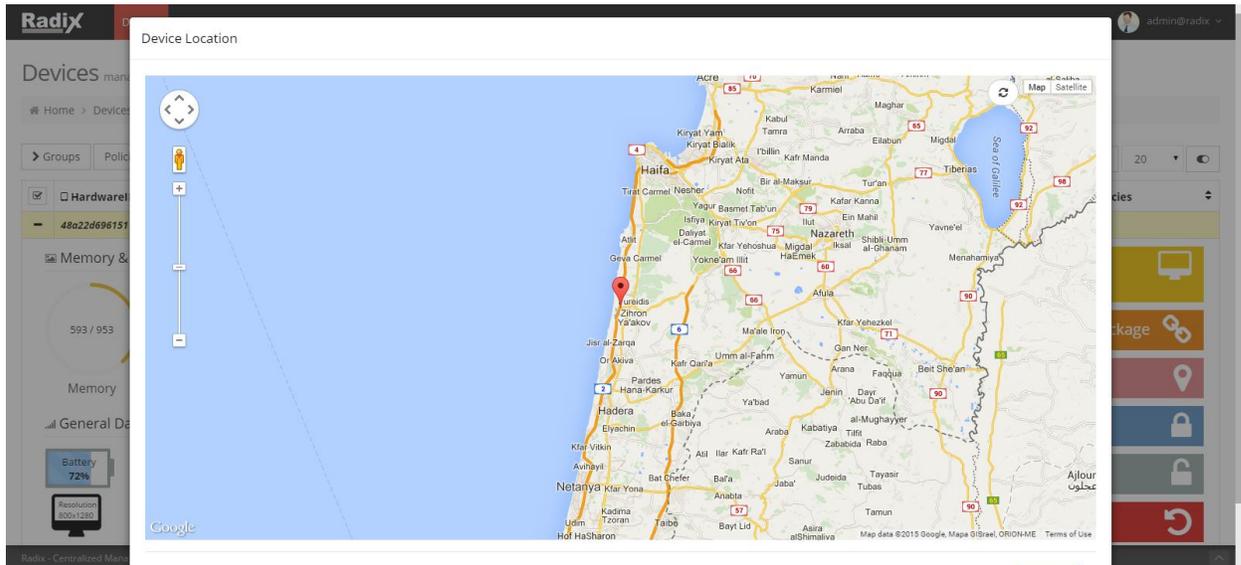
Monitoring and alerts

Achieve proactive and effective screen, application and hardware component monitoring via selected alerts, system messages and configuration performance.

- Detect and alert in case of failure, tampering or an unusual event
- Monitor connection status
- Generate automatic responses to planned events
- Execute automatic tasks on multiple systems and fix problems before they become critical or even noticed by users
- Activate alerts by predefined criteria and parameters
- Activate alerts on monitored components
- Activate alerts on collected reports
- Send alerts to a mailing list
- Record alert history
- Record connections log and remark history

Fact-based decisions and reports

Make educated choices, based on facts and up-to-date information. Create detailed usage reports that include software, locations, internet and device usage.

- Collect software and hardware usage stats

- Maximize resources and secure ROI with automatic inventories

- Create detailed text and graphics reports

- Apply advanced filters on collected reports

- Store, retrieve, manage and print reports

- Export reports in various formats

Grouping and tagging

Automatically group devices according to different criteria based on a comprehensive set of rules. Apply name, location work groups and user description tags per device.