MobileIron Virtual Smartphone Platform (VSP) from AT&T

MobileIron VSP from AT&T is a multi-carrier solution designed to offer customers the maximum flexibility in solving the challenges of the expanding mobile perimeter and secure use of mobilized information. The solution is purpose-built to manage mobile applications, documents and devices in a highly secure solution. MobileIron VSP from AT&T helps organizations meet their requirements by:

- Protecting data

- Mobilizing applications and documents

- Preserving user experience and privacy

- Supporting a constantly shifting mobile Operating System (OS) and device landscape

- Deploy to end users across a global organization

MobileIron VSP from AT&T enables your IT team to know what's on a smartphone and how it's being used and is packaged as a downloadable software client via an easy-to-install server that can be up and running quickly in your corporate network.

Robust Security
MobileIron VSP from AT&T provides highly secure data access across the lifecycle while preserving privacy:

- Data loss prevention for email through Sentry and Docs@Work

- Two-phase authentication and access control for email through Sentry

- Highly secure access to SharePoint through Docs@Work

- Help@Work provides a help desk tool for remote view of end-user devices

Comprehensive Application Security Management
MobileIron VSP from AT&T provides management across the application lifecycle with AppConnect and AppTunneling:

- Highly secure delivery of apps through the Apps@Work private application storefront

- Selective wipe of applications data on the device

- Blacklist/whitelist of applications to protect against inappropriate access or use

- Containerize apps to protect data-at-rest without touching personal data

- Simplify authentication using Kerberos Proxy

Highly secure Access to Enterprise Web Content and Mobile Web Apps
The Web@Work enterprise mobile browser enables near real time, highly secure access to internal websites and web applications, while helping to preserve a native web browsing experience.

- Provides IT visibility to corporate intranet

- Enable highly secure, containerized access to corporate web resources from nearly any mobile device without the need to VPN

- Provide support for HTML 5 web apps

- Enable passcode authentication

Potential Benefits

- Help control multi-OS smartphone operations

- Drive self-governance and end-user productivity

- Help secure the mobile app lifecycle while preserving user experience

- Provides IT visibility to corporate documents on mobile devices

Features

- Multi-OS Device Management
- Remote Control
- Access Control (Sentry)
- Advanced Security
- Lost Phone Recovery
- Enterprise App Store
- Administration
- Enterprise Integration
- Visibility and Reporting
- Event Center
- Communications
- End-user Self-Service Via BYOD Portal

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Full Integration

MobileIron VSP from AT&T provides deep Integration with existing IT infrastructure:

- Central console for leading mobile OS platforms

- Tight integration with AD/LDAP groups and attributes

- Monitoring of international roaming for telecom expense management

- Enrollment in certificate authorities from Entrust, Microsoft, and Verisign

- Workflow integration through rich web services API and Assemble toolkit

- Highly scalable self-service enrollment

(REQUIRED) MDM Software Installation and Configuration Services $3500

Two Day Remote Engagement for Microsoft Exchange Installations.

AT&T Mobility Solution Services will provide a pre-installation checklist to enable you to prepare your server. AT&T will also provide a survey document to record your policy requirements by user group. AT&T will conduct a pre-installation call to review the data you provided, which AT&T will use during the software installation and configuration process. Then AT&T will:

- Remotely install the MobileIron VSP Software on one server and remotely install the MobileIron Sentry software on one server

- Configure system parameters and set up administrator accounts and roles

- Configure and test integration with defined customer servers and services including ActiveSync, Proxy, Exchange Server, , LDAP/AD, and SMTP

- Enroll and register up to 10 devices for a pilot group and test the registered devices for compliance

AT&T will also conduct a 2 hour administrator training via web-conference covering the administrator portal and the creation of user groups, polices and device registration.

VSP Provides the Following Features

Subscription	$4 per month per subscriber (includes maintenance)
Perpetual	One time $75 per user (+$15 per user annual maintenance)

Bundle Features & Pricing

	Silver	Gold	Platinum
VSP License	•	•	•
Sentry	•	•	•
Apps @ Work	•	•	•
AppConnect		•	•
Docs@Work		•	•
Web@Work		•	•
Help@Work			•
Tunnel			•
Kerberos Proxy			•
Perpetual License Pricing			
Device License	$75	$100	$125
User License (max 3 devices)	$110	$150	$190
Standard Support	$15/device $22/user	$20/device $30/user	$25/device $38/user
Premium Support	$17.25/device $25.30/user	$23/device $34.50/user	$28.75/device $43.70/user
Subscription License Pricing			
Device License	$4	$5.50	$7
User License (max 3 devices)	$6	$8	$10

Other bundles and upgrade options are available. Please contact your AT&T account respresentative for details.

(OPTIONAL) Installation of One Additional MobileIron Sentry $995

If you require the installation of one additional MobileIron Sentry, AT&T will install it on a server that you provide and integrate it with the MobileIron VSP. You will provision and set up and configure any load balancing equipment or software required to front end the MobileIron Sentry software.

(OPTIONAL) MDM Readiness Workshop $2100

If you do not know how to get started in developing your mobility governance and do not have any policies defined, the MDM Readiness Workshop may be a good starting point. During this four hour interactive workshop, the following activities will be facilitated:

Data Classification Starting with a generic data taxonomy, a facilitated discussion will produce an enhanced data classification schedule for the mobility initiative.

User Classification Starting with a generic user constituency taxonomy, a facilitated discussion will produce a list of defined user groups and qualification criteria.

Application Inventory Starting with a generic list of common horizontal applications built into mobile devices, an expanded list of applications required by the mobility initiative will be identified.

Interface Model. Using the application inventory, a finite number of interface models will be derived for application access to enterprise data.

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User/Application Data Sensitivity Matrix. A matrix showing the sensitivity of data accessed by each user group for each application will be developed. The highest sensitivity level for data accessed by each user group will be identified.

Device Inventory. A list of mobile device operating systems to be supported will be developed. At the conclusion of this session you will have a set of workbooks to continue to define your classifications which you can use as the foundation for mobility policy development.

(OPTIONAL) MobileIron Health Check $1750

AT&T recommends an annual review of your existing MobileIron system. The Health Check service is a review of:

- Customer installed VSP
- Up to two Sentries
- Software configurations versions
- Policy definitions (for errors)
- Mobile device status

Following the review, AT&T will provide you a summary report of the findings and recommendations, including a list of registered mobile devices that are no longer under management. This service is performed remotely.

(OPTIONAL) MobileIron Administrator Training $1500

For additional training for system administrators, AT&T will coordinate a web conference for up to 10 people. This half day training will be a mixture of slide presentation, lecture, and demonstration regarding the Mobileiron Virtual smartphone platform.

Topics include:

- Overview of MDM Architecture and Features
- User Management

- Device Registration and Retirement
- Policy Management and Security
- Device Configuration Management
- Application Management
- Device Troubleshooting
- Reports and Logs

(OPTIONAL) High Availability – VSP: $6000

If you are looking to create a redundant MobileIron VSP, AT&T offers the following professional service:

- Review of the customer's existing traffic management and monitoring system required to redirect network traffic to the redundant VSP
- Installation of a redundant VSP on the customer provided platform and one optional sentry (an existing in-service VSP is required)
- Installation and testing of the synchronization script between VSPs Note: Customer is responsible for the providing a server/VM/ appliance for the installation of the second VSP and to provide a traffic management and monitoring system to redirect network traffic to the redundant VSP

Advanced Authentication Using Certificates and Kerberos Delegation

To use Certificate Authentication, the customer's MDM server will need to be configured to issue certificates. Certificate authentication provides enterprises the ability to establish identity while eliminating the need for end users to enter usernames and passwords on their mobile devices to access corporate resources, such as Exchange ActiveSync, VPN and Corporate Wi-Fi.

Service Scope

AT&T will implement and configure the integration settings to enable the MobileIron Virtual Smartphone Platform (VSP) appliance to issue certificates to mobile devices from a supported interface to the customer's Certificate Authority. AT&T will complete the Certificate Authority integration configuration and:

- Create one certificate template representing the customer's desired type of identity certificate
- Define one device policy profile for Exchange ActiveSync auto-configuration using an MDM-issued identity certificate
- Define one device policy profile for VPN client auto-configuration using an identity certificate
- Define one device policy profile for preferred WiFi network auto-configuration using an identity certificate
- Configure the service accounts in Active Directory (User or Computer object) for Kerberos authentication delegation and create service principal names (SPNs) if necessary
- Configure the email proxy service to request Kerberos delegated credentials on behalf of device users for mailbox access

AT&T will assist with the testing of each device profile on a single supported device.*

NRC		Price
RTL.41057	MSS MDM Add-On SCEP SVR Instal	$1,750

For more information contact your AT&T Solution Provider.

at&t **Solution Provider**

Important Information and Additional Terms

Customer agrees to comply with the additional terms, conditions and restrictions located at http://serviceguidenew.att.com/sg_CustomPreviewer?attachmentId=00PC000000H4R6hMAF that apply to downloading and use of the Solution outside the United States. AT&T reserves the right to make changes to these terms and conditions and restrictions from time to time.

Fees: Perpetual (one-time payment) or subscription (month to month) pricing is available for software licenses. A minimum initial purchase of 50 MobileIron VSP licenses is required. All fees paid for the VSP licenses are non-refundable. Optional hardware appliances (servers) are available only to US customers at an additional charge of $5,000 each. Additional fees, charges, taxes and restrictions may apply.

Requirements: Technical Information: The VSP is available only to customers with a qualified AT&T Business Agreement. Customer's end users must subscribe to a data plan on a compatible device with Short Messaging Service (SMS) capability. The VSP may not be accessible at all times. Availability, security/privacy, delivery and timeliness of information are not guaranteed by AT&T.

The VSP software requires a VMware operating environment server or, where available, the purchase of a MobileIron appliance from AT&T. Customer is responsible for the configuration of the appropriate Domain Name System (DNS) prior to AT&T installation activities. VSP integration with enterprise public key infrastructure is not included. The VSP is accessed via a Web portal and requires a PC with Internet connection. Improper or incomplete software configuration and/or downloads performed by you may result in service interruptions and/or device failures.

Software License Agreement: VSP is subject to the software license agreement found at https://info.mobileiron.com/EULAClickTHrough_EULARegistrationPage.html. Failure to comply with the terms and conditions of the software license agreement may result in termination of the VSP offer. The solution may require use of third-party products and/or services. All intellectual property rights used in providing or arising by virtue of (i) the VSP and (ii) any professional services and related materials provided hereunder are and will be sole and exclusive property of AT&T or MobileIron, as applicable. Neither ownership nor title of such intellectual property will pass to Customer.

Data: Customer Personal Data may be transferred to or accessible by (i) AT&T personnel around the world; (ii) third parties who act on AT&T's or AT&T's supplier's behalf as subcontractors; and (iii) third parties (such as courts, law enforcement or regulatory authorities) where required by law. Customer will only provide or make Customer Personal Data accessible when Customer has the legal authority to do so and for which it has obtained the necessary consents from its end users, and will camouflage or securely encrypt Customer Personal Data in a manner compatible with the VSP. As used herein, the term Customer Personal Data includes, without limitation, name, phone number, email address, wireless location information or any other information that identifies or could reasonably be used to identify customer or its end users. Customer is responsible for providing end users with clear notice of AT&T's and Customer's collection and use of Customer Personal Data obtained via the Solution and for obtaining end user consent to that collection and use. Customer may satisfy its notification requirements as to AT&T by advising end users in writing that AT&T and its suppliers may collect and use Customer Personal Data by providing for end user review the relevant links to the Product Brief or other sales information that describes the Solution and to AT&T's Privacy Policy at http://www.att.com/gen/privacy-policy?pid=2506.

Termination: If after service commencement AT&T terminates the VSP or any component thereof for cause or if Customer terminates the VSP or any component thereof other than for cause, in addition to amounts owed up to the effective date of termination, Customer will pay 100% of the charges for the terminated VSP or VSP component attributable to the unexpired term of the applicable minimum payment period. AT&T reserves the right to (i) modify or discontinue offering the VSP in whole or in part and/or (ii) terminate the VSP at any time without cause.

Professional Services: Upon completion of Professional Services, Customer must either sign the acceptance document AT&T presents or provide within five business days of the service completion date written notice to AT&T identifying any non-conforming Professional Services. If Customer fails to provide such notice, Customer is deemed to have accepted the Professional Services. Customer acknowledges that AT&T and Customer are independent contractors. Customer will in a timely manner allow AT&T access as reasonably required for the Professional Services to property and equipment that Customer controls. Customer will ensure that the location(s) to which access is provided offer(s) a safe working environment, free of hazardous materials and reasonably suitable for the Professional Services. The Professional Services provided shall be performed Monday through Friday, 9:00 a.m. to 5:00 p.m., local time. The mandatory software installation and configuration is estimated to take two days and must be completed within 45 days of order placement. If Customer's acts or omissions cause delay of installation and configuration beyond 45 days of order placement, AT&T will invoice Customer for the installation and configuration charges after the 45th day. If the professional services provided in connection with the VSP are more complex than those described in this product brief, then a separate statement of work describing the activity and related terms and pricing will be executed. If impediments, complications or Customer-requested changes in scope arise (Changes), the schedule, VSP and fees could be impacted. In the event any Change(s) affect the VSP or fees, the parties will modify Customer's order (or statement of work, if applicable) accordingly by executing a change order.

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