



# Cisco Mobile Collaboration Management Service



Cisco Collaboration Services

Business is increasingly taking place on both personal and company-provided smartphones and tablets. As a result, IT leaders are prioritizing the extension of collaboration, productivity, and business application investments from desktop to mobile devices. In a recent IDG Enterprise Survey, 67 percent of IT leaders who are planning to invest in unified communications capabilities over the next 3 years expect to extend those experiences from the desktop to mobile devices to accelerate the adoption of unified communications.

Before IT organizations can fully realize the productivity and transformation benefits of mobile collaboration, they need to address a variety of challenges:

- Gain visibility and control over mobile devices used at work to enable mobile collaboration on bring-your-own-device (BYOD) and company-provided devices
- Streamline management, provisioning, and configuration of mobile devices, applications, and content across multiple mobile operating platforms
- Mobilize and manage collaboration, productivity, and business applications for an increasingly mobile workforce to make them productive when mobile
- Mitigate the security and compliance risks if these mobile devices are lost or stolen or an employee leaves the organization
- Encourage mobile collaboration adoption by simplifying the user experience and making it easier for end users to collaborate from their mobile devices

Cisco® Mobile Collaboration Management Service (MCMS) from Cisco Services offers IT organizations a managed mobility service to address these challenges. With this cloud-based mobile device, application, and content management service, IT organizations can secure, manage, and enhance the collaboration experience on mobile devices and streamline mobile collaboration management, mitigate security and compliance risks, and enhance the user experience to accelerate the next wave of productivity (Table 1).

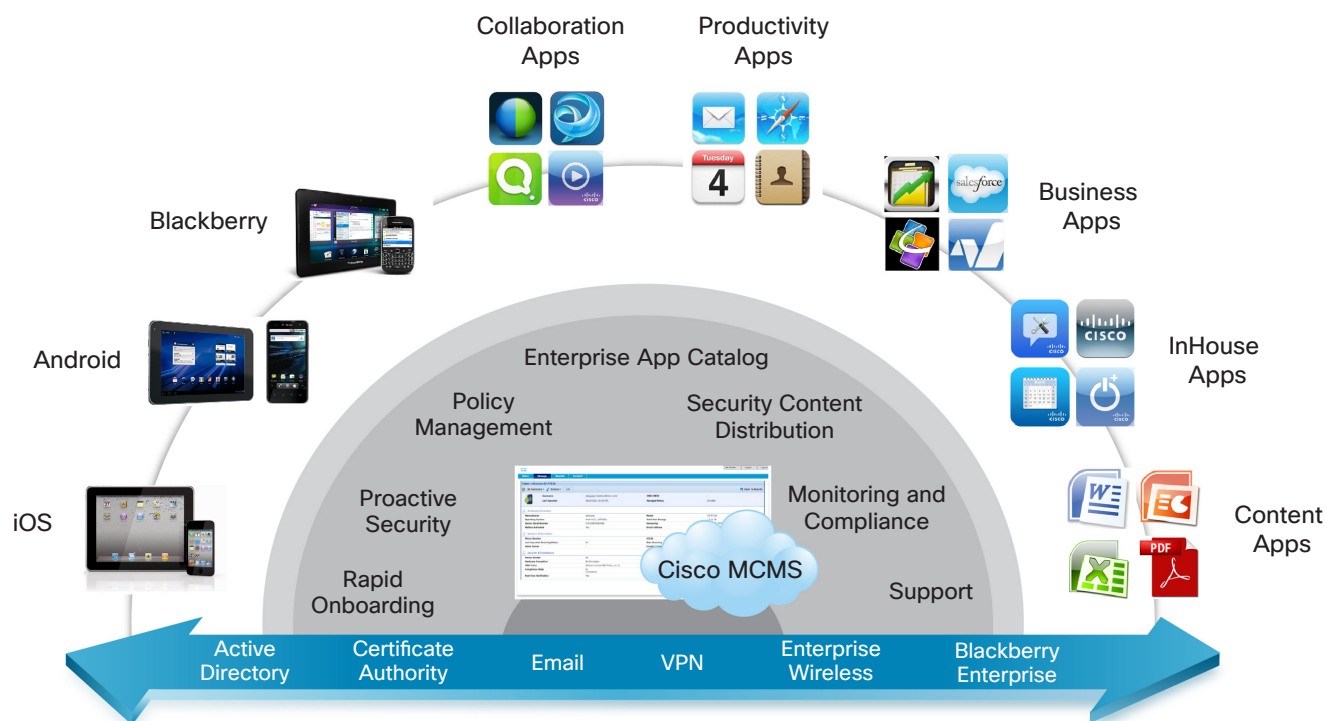
**Table 1. Cisco Mobile Collaboration Management Service Business Benefits**

| Objectives   | Cisco Mobile Collaboration Management Service Attributes  |
|--|---|
| Streamline mobile collaboration management               | <ul style="list-style-type: none"> <li>• A cloud delivery model enables rapid deployment, flexibility to scale, and accelerated support for new devices—without initial capital investment.</li> <li>• A single interface to manage mobile devices, applications, and content across multiple mobile operating platforms.</li> <li>• Provides rapid enrollment, bulk provisioning, and over-the-air (OTA) VPN, Wi-Fi, email, and location policy management of BYOD and company-provided devices.</li> <li>• Integrations with existing enterprise infrastructure include Microsoft Active Directory (AD), Certificate Authority, email, VPN, and enterprise wireless LAN (WLAN).</li> <li>• Offers centralized reporting, monitoring, and compliance for your mobile environment.</li> </ul> |
| Mitigate security and compliance risks                   | <ul style="list-style-type: none"> <li>• Provides a secure cloud infrastructure with SOC II Type 2, EU Safe Harbor, and FISMA cloud security certifications.</li> <li>• Administer and enforce passwords, encryption, and lock down security policies OTA.</li> <li>• Remotely locate, lock, and wipe corporate data on lost or stolen mobile devices.</li> <li>• Implement mobile applications and content security policies OTA.</li> <li>• Monitor the mobile environment for compliance with end-user acceptable use policy.</li> <li>• Set automatic noncompliance rules and take compliance actions remotely.</li> <li>• Provides noncompliance monitoring dashboards and reporting.</li> </ul>   |
| Enhance experience and promote next wave of productivity | <ul style="list-style-type: none"> <li>• Proactively push security policies, configuration information, and critical applications to reduce the end user's provisioning burden to get started.</li> <li>• Create, manage, and distribute public and in-house-developed mobile applications using the role-based application catalog to view, install, and receive updates.</li> <li>• Distribute critical documents and multimedia content to mobile devices—anytime, anywhere.</li> <li>• Reduce support-related downtime with an end-user self-service portal.</li> </ul>   |

## Facilitate Collaboration for Mobile Employees

Cisco Mobile Collaboration Management Service provides a full-lifecycle managed mobility service to onboard, secure, manage, monitor, and support mobile devices in your environment while integrating with your existing enterprise systems (Figure 1).

**Figure 1.** Cloud-Based Mobile Collaboration Device, Application, and Content Management



Delivered through the cloud, Cisco MCMS requires no initial capital investment, provides rapid service setup, and is scalable as needed. The highly available and secure service-delivery platform provides launch-day support for new OS platforms so that devices are current and secure. Cisco MCMS offers application programming interfaces (APIs) for integrations with existing IT systems, and provides a platform to integrate with Cisco collaboration and networking offerings.

With Cisco MCMS, administrators can rapidly enroll and onboard devices, proactively secure mobile devices, centrally manage policies, create a customized enterprise application catalog, securely distribute content, and support end users, all backed by comprehensive monitoring, reporting, and compliance capabilities (Table 2). The service also incorporates a self-service portal that allows you to submit trouble tickets online and track the status of outstanding requests, helping you become less reliant on IT for routine requests.



**Table 2. Cisco Mobile Collaboration Management Service Capabilities**

| Management Focus                       | Key Features<br>(Note: Features for supported devices may vary between device types and versions.)   |
|--|--|
| Rapid onboarding and device enrollment | <ul style="list-style-type: none"> <li>• Onboard iOS, Android, and BlackBerry mobile devices OTA</li> <li>• Send enrollment requests OTA using Short Message Service (SMS), email, or a custom Universal Resource Locator (URL)</li> <li>• Authenticate users against Lightweight Directory Access Protocol (LDAP), one-time passcode (OTP), and two-factor authentication</li> <li>• Create and distribute customized acceptable use policies and End User License Agreements (EULAs)</li> <li>• Enroll corporate and employee-owned BYOD devices</li> <li>• Initiate either individual or bulk device enrollments</li> <li>• Apply or modify default device policy settings</li> </ul> |
| Proactive device security              | <ul style="list-style-type: none"> <li>• Define passcode policies with configurable quality, length, and duration</li> <li>• Enforce encryption and passcode policies</li> <li>• Set device restrictions on features, such as camera, applications, iCloud, and content ratings</li> <li>• Enable geo-fencing rules to enforce location-related compliance</li> <li>• Detect and restrict jail broken and rooted devices</li> <li>• Remotely locate, lock, and wipe lost or stolen devices</li> <li>• Selectively wipe corporate data, leaving personal data intact</li> <li>• Define and implement real-time compliance rules with automated actions</li> </ul>                         |
| Central policy management              | <ul style="list-style-type: none"> <li>• Configure email, calendar, contacts, Wi-Fi, and VPN profiles OTA</li> <li>• Approve or quarantine new mobile devices on the network</li> <li>• Create custom groups for granular or role-based policy management</li> <li>• Block collection of personally identifiable information with BYOD privacy settings</li> <li>• Decommission devices by removing corporate data and mobile device management control</li> </ul>   |
| Enterprise application catalog         | <ul style="list-style-type: none"> <li>• Develop a catalog of recommended mobile apps on iOS and Android devices</li> <li>• Manage and distribute third-party and in-house mobile apps</li> <li>• Allow users to view, install, and be alerted to updated apps on private catalog</li> <li>• Manage mobile app lifecycle workflow to all devices, device groups, and individual devices</li> <li>• Administer mobile app security and compliance policies</li> <li>• Host and distribute in-house developed mobile apps</li> <li>• Support for Apple App Store Volume Purchase Programs (VPPs)</li> </ul>  |
| Secure content distribution            | <ul style="list-style-type: none"> <li>• Securely distribute content to iPads, iPhones, and Android devices</li> <li>• Administer document security and compliance policies</li> <li>• Automatically alert users on new or updated content</li> <li>• Generate reports to monitor status and usage for compliance</li> <li>• Integrate with Microsoft SharePoint environment</li> <li>• Host documents on a corporate network or on Cisco MCMS Cloud</li> </ul>  |

| Management Focus                      | Key Features<br>(Note: Features for supported devices may vary between device types and versions.)   |
|---------------------------------------|--|
| Monitoring, reporting, and compliance | <ul style="list-style-type: none"> <li>Detailed hardware and software inventory reports</li> <li>Configuration and vulnerability details</li> <li>Integrated smart search capabilities across any attribute</li> <li>Customizable watch lists to track and receive alerts</li> <li>Mobile expense management for real-time data usage monitoring and alerting</li> </ul> |
| End-user support                      | <ul style="list-style-type: none"> <li>Access device views to diagnose and resolve problems</li> <li>Reset forgotten passcodes</li> <li>Send messages to devices</li> <li>Update configuration settings in real time</li> <li>Help users help themselves with a self-service portal</li> </ul>   |

## Why Cisco Services

Realize the full business value of your technology investments with smart, personalized services from Cisco together with our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and manage your network as a powerful business platform. Whether you are looking to seize new opportunities quickly to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

## Get Started

To learn more about Cisco Mobile Collaboration Management Service, contact your local Cisco sales representative or visit [www.cisco.com/go/mcmssupport](http://www.cisco.com/go/mcmssupport).



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