

## ACHIEVE EASY SCALABILITY

## REDUCE MANAGEMENT COSTS

## MINIMIZE DOWNTIME

### POWERED BY **mprodigy**<sup>®</sup>

Syclo's Agentry MDM technology is based on the leading mobile device management product **mprodigy** from B2M Solutions. With thousands of devices under management and a unique focus on line-of-business employees in industrial environments, B2M Solutions has all the tools you need to manage the entire lifecycle of your mobile projects.



## **AGENTRY MDM**

Agentry Mobile Device Management (MDM) is a feature set within Syclo's Agentry platform that gives you centralized control over your entire population of mobile devices. Agentry MDM reduces the risk and TCO of your mobile projects by optimizing device use, minimizing employee downtime and giving you tools to cost-effectively deploy and manage large-scale mobile solutions.

### DEVICE MANAGEMENT

Create and maintain a detailed asset register that includes details on device status, profiles, hardware, peripherals, SIMs, software and firmware. Keep track of device location, usage, operational status and performance to identify potential problems early and avoid downtime. Agentry MDM can even help you improve management of the repair loop by monitoring when devices are returned to stock or live use.

### UPDATE AND PATCH MANAGEMENT

Agentry MDM includes all the tools you need to deploy your solution and keep your devices and applications up-to-date.

All patches and updates are scheduled and pushed from the management center with zero involvement from the user — including the latest software, firmware, configuration information and peripheral drivers. Such over-the-air, "zero-touch" management significantly reduces ongoing management costs by automatically applying the right updates to the right device at the right time, keeping your users most productive and your business data uncompromised. Further, Agentry MDM is designed to only send changes to application data and configuration files, which reduces network overhead and keeps your connectivity costs in check.

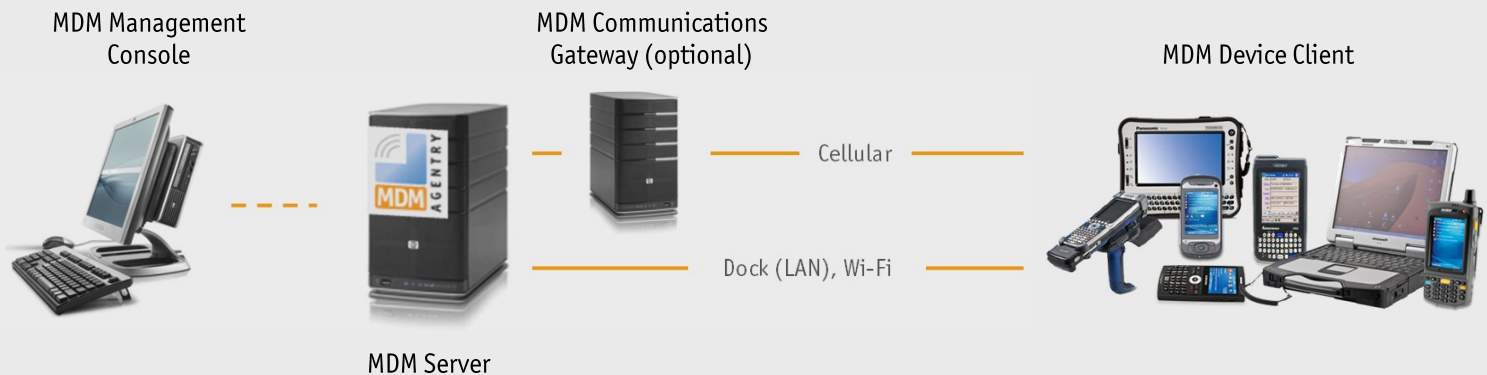
### REMOTE TROUBLESHOOTING

Agentry MDM lets your solution administrators remotely connect to any managed device over cellular, WiFi or Ethernet networks to diagnose and resolve problems in the field. Troubleshooting tools such as file retrieval, full audit log retrieval, remote program execution and remote device reboot can help you resolve most device and application issues. The included remote control functionality can be used to aid troubleshooting efforts or facilitate training.

### ENHANCED SECURITY

Syclo's Agentry mobile platform protects your data at the device, transmission and backend system levels with strong authentication, over-the-air and on-device data encryption, and easy integration with your existing security tools. Agentry MDM adds an enhanced ability to remotely wipe the device and any removable storage media, effectively restoring your hardware to its initial "out-of-the-box" state.

# AGENTRY MDM COMPONENTS



## MDM MANAGEMENT CONSOLE

The Agentry MDM Management Console is a control center that lets you look at device information and analytics, modify profiles and individual device settings, and access troubleshooting functions. It can run on any Microsoft Windows or Microsoft Server workstation. Multiple Management Consoles can be used, deployed anywhere on your network for easy access by solution administration personnel.

## MDM SERVER

The Agentry MDM Server is the brain of your mobile device management solution. It is responsible for executing all communications with devices, scheduling and pushing out updates and keeping track of the multiple applications on your devices. The MDM Server can run on any Microsoft Windows Server machine, and it requires an SQL server that is installed on the same box.

Additional local download servers can be placed anywhere on your network to minimize WAN traffic and optimize network bandwidth utilization.

## MDM COMMUNICATIONS GATEWAY

The Communications Gateway is an optional component that can be used as a proxy between the Agentry MDM server and insecure networks like the Internet. The Communications Gateway can be installed on the same machine as the Agentry MDM Server or on a separate server in your DMZ.

## DEVICE COMMISSIONING

“Commissioning” a device refers to the installation of an Agentry MDM client on a new or already deployed device. This is only performed once — normally when the device is added to your deployment. Commissioning enables the processes sometimes known as “Staging” or “Provisioning” of devices. Once commissioned, the device is available to be fully managed by Agentry MDM.

There are several ways to perform this initial commissioning, including Web Browser, Active Sync (using an Agentry MDM Commissioning Workstation) or SD card.

## AGENTRY MDM:

**COMPATIBLE WITH A BROAD RANGE OF WINDOWS DEVICES**

**NETWORK AGNOSTIC**

**SECURE**

**SCALABLE**



**Syclo LLC**  
 1721 Moon Lake Boulevard | Suite 300  
 Hoffman Estates, IL 60169  
 800.567.9256 toll free | info@syclo.com  
 www.syclo.com

Syclo International Limited | Europe, Middle East & Africa  
 Fetcham Park House, Lower Road, Fetcham,  
 Leatherhead, Surrey, KT22 9HD, United Kingdom  
 +44 (0) 1372 371031 phone | +44 (0) 1372 371032 fax