



# Device Management Premium

a Unified Endpoint Management solution by Orange

By 2022, **75%** of enterprise frontline workers will be enabled with mobile devices, apps and connectivity services as part of a prioritized effort to increase the efficiency of task-oriented workflows<sup>1</sup>



Organizations continue to leverage mobile technologies to boost productivity, lower costs, protect data, and improve the employee experience. But tracking, managing and securing devices in an ever-changing technology environment is a significant and costly challenge.

## Workforce mobility drives digital transformation

The extraordinary circumstances of 2020 saw businesses dramatically accelerate their digital transformation journeys. While remote working has been practiced for decades, the scale of the global shift to home working is unprecedented. And while office workers were sent home to work during the pandemic, armies of frontline workers ensured minimal disruption to the flow of and access to goods, materials and essential services.

## Work anywhere, anytime, and on any device

Today, all employees, regardless of where they work, are equipped with a host of mobile technologies to help them perform their tasks. The smartphones, tablets, desktops, laptops and ruggedized devices used by knowledge and frontline workers are critical 'endpoints' for today's businesses. For company leaders, ensuring that these devices work properly at all times has become essential to productivity and end-user satisfaction.

The global pandemic has prompted company decision-makers to take a fresh look at their preparedness levels for supporting the mobile workplace. The "Everywhere Enterprise", a term coined by Gartner to describe the dispersed, mobile workforce will prevail as the new organizational standard. According to Research and Markets, the Global Mobile Workforce Solutions Market is forecast to reach US\$9.8 Billion by the Year 2027, up from US\$4.3 Billion in 2020.

# UEM: future-proof your enterprise mobile workforce

Workforce mobility across every industry is supported by millions of endpoints such as laptop and desktop computers, smartphones and tablets. They also include many purpose-built devices such as barcode scanners, in-vehicle routing systems, point-of-sale terminals, wearables, ruggedized devices for harsh conditions – and the list goes on...

But managing devices across the global enterprise is a major challenge for IT managers and company executives. Device proliferation and diversity, a constantly changing technology domain, an increasingly complex mobile IT ecosystem, and a lack of resources and expertise are among the many costly challenges to overcome. With UEM by Orange, we can manage this burden so that you can focus on your core business.

## Your drivers

### Lack of resources

- Technical domain permanently changing
- Device proliferation and diversity
- Integration with all other IT components
- On premise infrastructure

### Enterprise device management

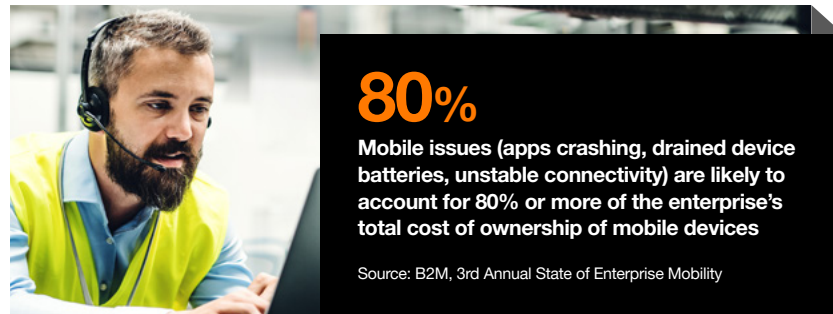
- Manage every device
- Distribute and configure public or in-house apps
- Go beyond pure email and password configuration
- Frontline workers' devices are business critical

### Endpoint security

- Protect devices, apps and data
- Separate personal and corporate data
- Secure access to corporate resources behind the firewall or in the cloud

### End-user experience

- Out-of-the-box
- Simple user experience including authentication
- Balancing control and value to users
- User privacy
- Remote user support
- Proactive problem detection



# 80%

Mobile issues (apps crashing, drained device batteries, unstable connectivity) are likely to account for 80% or more of the enterprise's total cost of ownership of mobile devices

Source: B2M, 3rd Annual State of Enterprise Mobility

# Flexible, à-la-carte mobile IT service management

Orange Business Services provides a flexible and adaptive suite of expert services to help customers cope with the complex device landscape and continuously evolving technologies.

Our UEM specialists accompany you through each stage: from deployment planning and policy definition phases to critical app care support and proactive service management to minimize and prevent device malfunctions. We manage the complexity of technology lifecycle management, leaving you to focus on value-added activities that will contribute to your bottom line.

Our portfolio of out-tasked services evolve with your needs.

Our team of experts can manage all, or part of, your UEM ecosystem on your behalf including:



With **UEM expertise as a service**, you can out-task the complexity of rapidly evolving technologies and benefit from proactive service management

## Run streamlined enrolment

- UEM and Apple Device enrolment or Google Zero-Touch configuration
- Device ordering on behalf of the customer
- Device operations on streamlined enrolment platforms

## Manage UEM on your behalf

- Platform setup and/or management
- Policy management
- Enablement of new features (i.e. Android enterprise)
- Co-innovation
- Sanity checks, prospective service management
- Proactive service management

## Publish and distribute apps

- App publishing on Managed Google Play
- Apps distribution with Apple Business Manager
- Verification of end-to-end functioning of critical apps following application upgrades

## Integrate UEM with your IT

- AD or Azure AD
- Internal CA or PKI
- Mobile Threat Protection (MTP)
- Network Access Control (e.g. Cisco ISE)
- Identity Providers (Ping, Okta)

# UEM: Manage all devices from a single console

Knowledge workers	Frontline/field workers
<p>Android or iOS devices</p> 	<p>Printers, barcode scanners, kiosks, etc</p> 
Desktops/laptops	Other form factors
<p>Windows 10, macOS and ChromeOS</p> 	<p>E.g. UC devices, healthcare devices</p> 

## Your benefits



### Simplicity

- Managed service
- Central solution with visibility of all devices
- Orange expertise and Proactive Service Management



### Flexibility

- Cloud or private cloud managed solution
- À-la-carte out-tasking
- Security, privacy and mobile IT toolbox with strong integration capabilities



### Budget optimization

- Decrease support cost
- Increase, facilitate and accelerate user productivity
- Answer new business expectations with less resources



### Performance

- Fully managed infrastructure that evolves with the technology
- Zero-touch solution
- Sanity checks

# Thank you

**UEM is one of five solutions included in our Multisourcing Service Integration for Mobility offer, a carrier-agnostic suite of services for centrally managing enterprise mobility. Choose one, more or all of them depending on the specific mobile challenges that you face. This leaves you free to focus on your core business.**

**For more information, please contact:**

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Visit us online at <https://www.orange-business.com/en/products/device-management-premium>