

MOBILE DEVICE MANAGEMENT(MDM)

AirWatch

Mobile device management (MDM) is a device lifecycle management technology that enables organizations to deploy, configure, manage, support and secure mobile devices through MDM profiles installed on the devices. MDM software provides asset inventory, over-the-air configuration of email, apps and Wi-Fi, remote troubleshooting, and remote lock and wipe capabilities to secure the device and the enterprise data on it.

WHAT IS IT/ WHAT IT DOES?

VMWARE's AirWatch is a mobile device management software that allows for centralized management of devices, security configuration, and policy implementation. Essentially, it allows organizations to manage mobile devices used in projects and programs from a central location.

HOW WE USE IT

Using AirWatch, CRS manages end-user computing devices (Android and iOS) which includes features to control configurations, deploy software, monitor and ensure compliance. CRS has used AirWatch in multiple projects in Nigeria including the Global Fund malaria bednet campaign, as well as AccessSMC Niger, ELMA in Sierra Leone, projects in Afghanistan, Nepal, El Salvador, Honduras, and many others.

Currently the Malaria bed-net campaign in Nigeria has over 6,000 devices with AirWatch installed. AirWatch has been useful to programs by allowing access to:

- Defining and managing phone plans to alert at specific usage levels. You can turn off plans, turn off sms, turn off the internet browser, blacklist specific applications, and limit what appears on the home screen.
- Identifying compromised devices: which are things like a rooted phone, invalid licenses, and detect security breaches.
- Setting passcodes on devices.
- Unlocking devices.
- Installing/Uninstalling software applications and updates remotely.
- Pushing messages out to devices that are in your project fleet; as well as targeting messages to different groups for streamlining data collection or engagement with mobile workers
- Track device location.
- Alerts you if your mobile device is not protected with antivirus protection.

TERMINOLOGY:

AirWatch = Product Software
VMware = Vendor
MDM = Mobile Device Management

HOW MUCH DOES IT COST?

Please consult [this link](#) to determine which pricing plan is right for you and your organization!

If you go through CRS it is \$1.72 USD a device a month in a one-year contract.

AVAILABLE TRAINING:

There are a number of trainings available from docs.vmware.com; however, below is a list of the most relevant trainings for AirWatch MDM.

- [Introduction to Mobile Device Management](#)
- [Introduction to VMware Workspace ONE](#)
- [Device Actions by Platform](#)
- [Introduction to Reports](#)
- [Introduction to Mobile Application Management](#)
- [Telecom Management](#)
- [Compliance Policies](#)
- [Device Profiles](#)
- [Console Branding](#)
- [Terms of Use](#)
- [Role-Based Access](#)
- [Self-Service Portal Actions Matrix](#)

This is obviously not an exhaustive list of all the training documents/webpages that VMware provides for AirWatch; however, it is what we feel will be most helpful in developing an AirWatch strategy for you and your organization's needs!

faith. action. results.



Catholic Relief Services, 228 W. Lexington Street, Baltimore, MD 21201, USA
For more information, contact crseucteam@crs.org.