

KPN managed mobile workspace

A effective, secure and cost-efficient mobile environment

Managed mobile workspace will help you to mobilize your applications, and boost individual productivity while keeping a keen eye on cost and complexity. It will take the pressure off stretched internal resources by taking full responsibility for the entire process of creating and supporting the mobile environment.

Managing mobility

Keeping actively involved in business while on the move has become a fact of life. The high-value professionals in your organisation expect secure mobile access to e-mail and messaging, to business applications and the internet. Yet as individuals they want more: mobile technologies are intensely personal and must cater for individual tastes and working styles. Managing the mobile infrastructure and supporting the mobile workforce still remains a real challenge responding to the need for standards and embracing personal choice. That's why KPN has created "Managed Mobile Workspace" as a fully managed service which helps boost individual productivity while keeping a keen eye on cost and complexity. Managed Mobile Workspace can be offered as a standalone solution or as an integrated module for KPN Future-Ready Workspace.

End-to-end responsibility

In any organisation, the internal ICT resources are under constant pressure to do more with less, and the emergence of a parallel mobile environment has added considerably to the strain. The executive profile of many of the mobile workforce also makes them an extremely demanding clientele. Managed Mobile Workspace takes the pressure off stretched internal resources by taking full responsibility for the entire process of creating and supporting the mobile environment.

Makes your mobile workforce connected, secure and more productive.

Our architects will work with you to define and implement a standardized and consistent solution across the enterprise,

and from there, we will undertake the ongoing technical management and, most importantly, all aspects of user-support. Managed Mobile Workspace covers all standard functions such as e-mail, calendar, contacts and web access. Additional business applications can be included on a project by project basis, if required. Because Managed Mobile Workspace is integrated with the Future-Ready Workspace, we can ensure that the overall integrity of the fixed and mobile environments are professionally sustained.

The value of standards

Managed Mobile Workspace is built on technology standards, but remains platform independent; today we support Microsoft Phones, BlackBerry and Symbian devices for some 80,000 mobile users worldwide. Soon iPhone devices will be added to this list. Equipped with these smart mobile devices your employees gain all the benefits of being aligned with the enterprise environment while on the move. By making this choice, you are also able to simplify the management overhead and consequently reduce the costs. By choosing standard technologies like Microsoft and BlackBerry, for example, integration with the existing corporate Exchange environment is greatly simplified. By sharing standard interface across fixed and mobile environments, you will also make life simpler for your users who gain productivity as a result.

Security and support

The challenges of security in the mobile environment are considerable. KPN Managed Mobile Workspace is designed for integration in the overall enterprise security architecture. This again helps to reduce management complexity and overhead. We do appreciate that the mobile environment is distinct,



however, we provide all appropriate security and support. Mobile devices can, for example, be lost or stolen and when this happens, we can lock and wipe them immediately on request, preventing unlawful use and protecting company information. Remote device management and user support are also taken fully into account. We will ensure that all mobile devices are maintained with the latest agreed software distributions, and will lock them down to ensure that company standards are maintained. Whether your business has hundreds or thousands of mobile workers, we will ensure that all devices are accurately registered and their profiles and history maintained. Our service desk operations are fully geared to provide 24x7 support to mobile users, so that no matter where they are or when they face a problem, they can find expert help.

The benefits

Managed Mobile Workspace and its integration in Future-Ready Workspace fully supports the complex needs of the mobile workforce. By rationalizing the mobile environment on standard technologies we will simplify overall management and reduce costs. As a managed service, Managed Mobile Workspace provides clear and predictable costing and it benefits from intelligent integration in the overall enterprise architecture. But most importantly, it keeps your mobile workforce connected, secure and productive.

More information

For more information about our connectivity services go to: kpn.com/corporatemarket or send an e-mail to info.nl@kpn.com
