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# LabTech Mobile Device Management Overview

LabTech mobile device management (MDM) is a fully integrated feature within LabTech remote monitoring and management (RMM) platform that provides comprehensive monitoring and security controls over mobile devices with access to your customers' networks and data. Unlike other mobile device management solutions, LabTech MDM enables you to centrally manage all mobile devices across all client sites from the same interface through which your clients' networks are monitored. This allows for seamless, efficient and proactive mobile device management.

## Features

### Supported MDM Features

| Feature                              | Apple | Android |
|--------------------------------------|-------|---------|
| <b>Enroll</b>                        |       |         |
| <b>(OTA) Over-the-Air-Enrollment</b> |       |         |
| Send an SMS Message                  |       |         |
| Send an Email                        |       |         |
| Read a QR Code                       |       |         |
| URL                                  |       |         |
| <b>Configure</b>                     |       |         |
| <b>Common Connection Settings</b>    |       |         |
| Exchange Active Sync Email           |       |         |
| IMAP/POP Email                       |       |         |
| VPN                                  |       |         |
| WiFi                                 |       |         |
| LDAP Support                         |       |         |
| <b>Collect</b>                       |       |         |
| <b>Device Info</b>                   |       |         |
| UDID                                 |       |         |
| Device Name                          |       |         |
| Build & Version                      |       |         |
| Model Name and Number                |       |         |

|                                                              |                                                                                       |                                                                                       |
|--------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Serial Number                                                |    |    |
| Capacity and Space Available                                 |    |    |
| IMEI                                                         |    |    |
| Modern Firmware                                              |    |    |
| Hardware Inventory (Memory, Drive Space, CPU & Battery Life) |    |    |
| Application Inventory (Installed Apps)                       |    |    |
| Mobile Device Type (Smart Phone vs. Tablet) Detection        |    |    |
| <b>Network Info</b>                                          |                                                                                       |                                                                                       |
| ICCID                                                        |    |    |
| Bluetooth and WiFi MAC Addresses                             |    |    |
| Current Carrier Network                                      |    |    |
| SIM Carrier Network                                          |    |    |
| Phone #                                                      |  |  |
| Data Roaming Settings                                        |  |  |
| Data Plan Detection                                          |  |  |
| <b>Secure</b>                                                |                                                                                       |                                                                                       |
| <b>Policy Profiles</b>                                       |                                                                                       |                                                                                       |
| Require Passcode                                             |  |  |
| Allow Simple Value                                           |  |  |
| Require Alphanumeric                                         |  |  |
| Passcode Length                                              |  |  |
| Number of Complex Characters                                 |  |  |
| Maximum Passcode Age                                         |  |  |
| Time Before Auto lock                                        |  |  |
| Number of Unique Passcodes before Reuse                      |  |  |
| Grace Period Before Device Lock                              |  |  |

|                                                                        |  |  |
|------------------------------------------------------------------------|--|--|
| # Failed Attempts Before Wipe                                          |  |  |
| <b>Available Restrictions</b>                                          |  |  |
| Access to App Store                                                    |  |  |
| Access to Explicit Media and Content Ratings in the App Store          |  |  |
| Use of Web Browser and Security Preferences                            |  |  |
| Use of YouTube                                                         |  |  |
| Use of App Store and In-App Purchase                                   |  |  |
| Ability to Screen Capture                                              |  |  |
| Automatic Sync while Roaming                                           |  |  |
| Use of Voice Dialing                                                   |  |  |
| Enforce Encrypted iTunes Backups                                       |  |  |
| Use of the Camera                                                      |  |  |
| Browser Security Prefs                                                 |  |  |
| <b>Service</b>                                                         |  |  |
| <b>On Demand Support Functions</b>                                     |  |  |
| On- Demand Device Lock                                                 |  |  |
| Full Device Wipe (Back to Factory Settings)                            |  |  |
| Selective Device Wipe (only removes what was deployed by the solution) |  |  |
| Passcode Reset                                                         |  |  |
| Geographical Location Lookup                                           |  |  |
| <b>End-User Self Service Functions</b>                                 |  |  |
| Send Screenshot                                                        |  |  |
| Log Ticket                                                             |  |  |
| <b>Centralized Control Center Integration</b>                          |  |  |
| Technician Role Based Access to Device Groups                          |  |  |
| Auto Generate Ticket and Alert for Stolen Device Check-in              |  |  |
| <b>Mobile Service Plan Management</b>                                  |  |  |

|                                                   |   |   |
|---------------------------------------------------|---|---|
| Detailed Data Usage Tracking                      | ✓ | ✓ |
| Data Usage Threshold Alerting and Ticket Creation | ✓ | ✓ |
| <b>Geo Management and Tracking</b>                |   |   |
| Historical Device Locations                       | ✓ | ✓ |
| Visual Global Map Interface                       | ✓ | ✓ |
| <b>PSA Integration</b>                            |   |   |
| Sync Mobile Device into ConnectWise               | ✗ | ✗ |
| Sync Mobile Device into Autotask                  | ✗ | ✗ |
| Sync Mobile Device into TigerPaw                  | ✗ | ✗ |
| Mobile Device Asset Summary Reporting             | ✓ | ✓ |
| <b>Reporting</b>                                  |   |   |
| Mobile Device Asset Summary Report                | ✓ | ✓ |
| Mobile Device Detailed Inventory Report           | ✓ | ✓ |
| Mobile Device Software Inventory Report           | ✓ | ✓ |
| Mobile Device Data Usage Report                   | ✓ | ✓ |

*\*Please note that not all versions of Android support all features.*

## Benefits

- Enroll employee and company-owned mobile devices over-the-air
- Configure and apply corporate settings for Exchange, WiFi, VPN, LDAP and third party email to one or multiple devices
- Configure and enforce security policies, including passcode complexity requirements, device auto-lock and number of failed passcode attempts before a device wipe
- Instantly lock or wipe mobile devices in the event a mobile device is lost or stolen
- Pinpoint the physical location of a mobile device on a geographical map and identify physical locations a device has been in a given period of time
- Help your clients avoid data plan overage charges with automatic data usage threshold alerting
- Generate customized reports with new built-in reporting features

## Article Revision History

## Related Topics