

MaaS360™ ICE Service Overview



Can You Keep People Working if an Emergency Closes the Main Office?

What if a pandemic, natural disaster, strike or other emergency prevented your employees from reaching their normal offices?

Could they connect securely to the Internet from wherever they found themselves - home, or a hotel, or a remote office?

Could you be sure that their laptops and home PCs were secure?

Outbreaks of pandemics such as SARS and the H1N1 virus (swine flu) have resulted in the temporary closing of offices, schools, and government agencies. Business travelers have been quarantined to slow their spread. In the event of future outbreaks, employees may feel compelled to stay at home to tend to sick relatives or out of concern for their own health.

So prudent business continuity planners are determining how key business processes can be maintained by employees working from home and remote locations.

But home computers are notorious security risks. And secure wireless connectivity is difficult to support in far-flung locations – especially for workers who are accustomed to the simplicity of the office LAN.

The MaaS360 ICE (In Case of Emergency) Service is a unique solution for maintaining business continuity in a crisis. Based on technology currently being used to support “road warriors” at some of the world’s largest financial services, pharmaceutical, energy, and business services companies, this new service makes enhanced endpoint security and wireless connectivity available to workers on short notice, so they can move out of the office and perform work at home and in remote locations.

Turn Office Workers into Mobile Workers

The MaaS360 ICE Service is designed to help you turn office workers into home and mobile workers in the event of a pandemic, natural disaster, or other emergency situation.

To set up the MaaS360 ICE Service, Fiberlink's consultants work with you to deploy a software agent to laptops and distributed PCs, and to select the connectivity plans that will meet the needs of your employees in the event of an emergency.

Once this preparation is complete, you can begin monitoring the security posture of the laptops and PCs.

In the event of an emergency, you notify Fiberlink, and within 24 hours your employees can have secure access to Wi-Fi, 3G mobile data, broadband, hotel broadband, and dial-up services, in one geographic region or worldwide, from multiple cellular and network service providers, ISPs, and cable companies.

Visibility and Security

As soon as the MaaS360 ICE Service is deployed on laptops and distributed PCs it begins collecting security-related information, and forwards that information to the MaaS360™ Platform, a hosted reporting and PC management system. Through a secure browser connection you can access detailed reports on topics including:

- Software inventory (operating system and applications)
- Hardware components (processor, memory, disk, storage devices)
- Missing operating system patches
- Personal firewalls installed (by vendor, release and installation date)
- Anti-virus packages installed
- The age of anti-virus signature files.

> Keep Us Working

The MaaS360™ ICE (In Case of Emergency) Service is the core of Fiberlink's Keep Us Working™ offerings, a set of services designed to turn office workers into mobile workers on short notice.

> Secure Computing At Home

Administrators can monitor the security and compliance posture of laptops and home PCs, and detect if key security applications and patches are missing or out of date.

> Instant Wireless Connectivity

In the event of an emergency, newly mobile workers can connect quickly and easily to up to 98,000 hotspots and access points worldwide.

> Activated in 24 Hours

Visibility and reporting features are available to administrators at all times, and connectivity can be activated in 24 hours or less.

Summary graphs show at a glance aggregate results and trends, while "drill-down" reports give detailed information on individual systems (Figure 1).



Figure 1: Click on summary reports to see detailed information in "drill-down" reports

Among other benefits, this information can help you:

- Identify out-of-policy software and hardware
- Pinpoint and address security risks
- Document compliance with corporate standards and government regulations
- Save money by redeploying unused software licenses
- Improve PC management and security processes

You can wait to view these reports for an emergency, when it becomes vitally important to monitor the security posture of remote systems, or you can use the information on a normal day-to-day basis to improve security and PC management processes.

Enhanced Global Connectivity

Within 24 hours of notifying Fiberlink of an emergency situation, your laptops and distributed PCs are ready to connect to up to nearly 100,000 access points worldwide.

AN INTUITIVE USER INTERFACE

An intuitive connectivity interface provides a simple end user experience. Patented Active Transport Notification® technology detects all available hotspots and wireless access points within range, including corporate WLAN access points and home routers, as well as service provider access points. Mobile employees can choose any authorized connection type from a simple menu bar (Figure 2).

The agent automatically launches VPN clients, establishes connections, forwards employee authentication credentials, and takes other steps defined by the system administrator. Progress icons and status lights keep the employee informed about the progress of the connection process (Figure 3).

The combination of an intuitive user interface and a single password and logon procedure for all types of mobile connections can reassure newly mobile workers, reduce frustration and calls to the help desk, and simplify end user support.

A GLOBAL VIRTUAL NETWORK

Fiberlink provides a global virtual network for mobile workers through agreements with leading Wi-Fi hotspot service providers, tier 1 ISPs, DSL and cable service providers, and hotel broadband service providers. Depending on the service plans you select, your employees will be able to connect to the Internet through 98,000 wireless access points, public hotspots, mobile data networks and dial-up POPs in 140 countries.

CONTROL FEATURES

The MaaS360 ICE Service includes a number of key features that help you control distributed endpoints and maintain endpoint security.

Anti-virus signature files can be pushed to endpoints based on your schedule.

The MaaS360 ICE Service can be set to monitor and remediate selected security applications. For example, if a virus shuts down the personal firewall, the MaaS360 Mobile Service can restart it. Automatic remediation can prevent security breaches and reduce Help Desk calls by solving problems before the end user is even aware they have occurred.



Figure 2: Mobile employees can choose any available connection from the menu bar



Figure 3: Icons show employees their connection status

COMPLIANCE & CONNECTIVITY REPORTS

The MaaS360 ICE Service provides reports on events that cause laptops and PCs to fall out of compliance with corporate standards and on remediation and enforcement actions.

The system also gives you summary and detail reports that correlate connectivity data across corporate wireless LANs, public hotspots, mobile data networks, and broadband and dial-up connections. You can use these reports to analyze usage patterns and troubleshoot connection difficulties (Figure 4).

Low-Cost Subscription Model

The MaaS360 ICE Service is available through a low-cost subscription model. Visibility features are provided at all times, and the emergency connectivity capabilities are available for 90 days during the life of the subscription. Connectivity charges during the emergency are based on the connectivity plans you select and actual usage by your employees. Because of Fiberlink's relationship with network service providers, these connectivity charges are typically less than those available directly from the providers.

At the end of 90 days customers have the option of turning off the emergency connectivity capabilities or converting the license to Fiberlink's MaaS360™ Mobile Service, which provides all of the connectivity, control and visibility features on a long-term basis, as well as additional services like automated updates of operating system patches.

And because Fiberlink hosts the reporting and management platform, you do not need to install and manage any servers or server-based software.

Keep Us Working

Private companies and government bodies are increasingly viewing telework as a critical element of any business continuity strategy. But office workers don't become teleworkers instantly. In fact, without the right tools they may not be able to make the transition, especially in a high-stress atmosphere of crisis.

Fiberlink's MaaS360 ICE Service is a unique offering that gives administrators detailed reporting on laptops and distributed PCs at all times, and makes it much easier for office workers to become mobile workers on short notice.

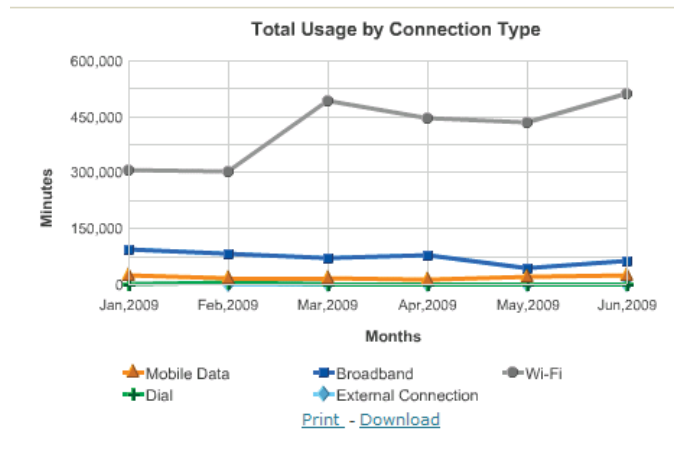


Figure 4: Reports show connection usage and problems.

FOR MORE INFORMATION

For more information on MaaS360's technology and services, see www.MaaS360.com or email aholmes@fiberlink.com.

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