Interchange
Enterprise Managed Mobility
Onsite Healthcare

Interchange recognizes that it is vital that an Enterprise Managed Mobility (EMM) infrastructure performs at its optimum. It is why we offer Onsite Healthcare, available in addition to our EMM Standard Support Service.

Onsite Healthcare is a safeguard that prevents server downtime so that productivity isn't compromised. With the growing number of mobile devices and platforms in the workplace, a multitude of security requirements and the rise of mobile applications, proactive support is proving an essential requirement for more and more of our clients.

Our certified engineers will assess your EMM infrastructure, perform reviews, report back to the customer on installing the latest service packs and hot fixes as well as offer recommendations. The service is backed by SLAs.

How it works

- EMM assessment
- Report generation
- Change management
- Maintenance tasks
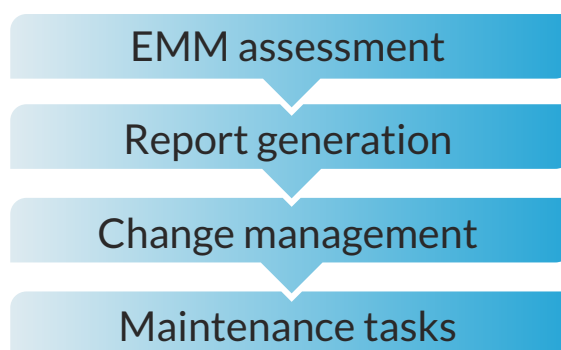
Process Overview

Periodic reviews

Periodically, one of our senior engineers will assess your EMM server to analyze and report on log files, Windows event viewer, Server resource usage (disk, RAM, CPU), network connectivity and determine the implications of changes to the underlying environment that you have told us you have performed.

Based on this analysis, the Interchange engineer will provide a report advising of the latest service packs and hot fixes, and recommend how to install them.

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When applicable, our engineer may also perform essential tasks such as removing old log files, database maintenance or restarting services and may also provide recommendations for you to perform upgrades to the underlying infrastructure (Windows, Email, Messaging etc.).

Review report

The report will contain:

- Summary of the current versions of your MDM platform
- Recommendations on new releases, service packs or hot fixes, features and benefits
- Analysis of log files
- Advice on changes to the underlying infrastructure

Intake process

This occurs during our first assessment and ensures we have a full understanding of your current mobility infrastructure (when applicable):

- OS version and service pack for Windows server software, EMM Server, Email server and Database server
- Proxy server settings
- Service account details
- Number and type of mobile devices
- After the initial intake visit you must inform us of any changes you make to the EMM Server or associated infrastructure

Not covered

- EMM server major release installations
- EMM software not certified or approved by the smartphone manufacturer
- Support of your email and messaging system
- Network, Firewall and Active Directory
- Backups
- Documentation
- Training
- Activation / deactivation of users and devices
- Reporting other than what is described
- Asset management
- Kill / wipe / lock handhelds or reset password
- IT Policy management
- EMM server installation

Contact

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