



### Access a leading range of mobile devices and tablets in fully managed services

SITA Managed Mobile Devices provides a full range of devices and tablets with tools to remotely manage mobile applications and hardware fleets.

#### BACKGROUND

##### Focus on core business

The use of mobile is growing significantly in the air transport industry. Airlines and airports have limited resources to focus on their daily business, and even less to manage mobile devices.

##### Resources

IT and operations departments may not have dedicated, in-house resources to manage mobile device-related projects. It can also be challenging to keep staff trained and skilled to manage the entire device lifecycle.

##### Security

BYOD (Bring Your Own Device) policy needs to ensure security control over staff devices and mobile applications.

##### Vendor management

Mobile solutions are evolving fast. Airlines and airports do not have the resources to manage long-term relationships with device manufacturers, distributors and mobility partners.

#### SOLUTION

SITA Managed Mobile Devices offers the benefits delivered by market-leading handheld devices and tablets. It eliminates the hassle associated with providing the necessary technical support.

In partnership with leading manufacturers like Motorola and Apple, SITA Managed Mobile Devices provides full lifecycle management of devices and accessories. Our solution stretches from purchase and delivery to activation, maintenance, repair and – where necessary – replacement.

Combined with powerful over-the-air mobile device management, SITA Managed Mobile Devices offers a truly end-to-end hardware and software solution. It handles your company's device fleet, business applications and BYOD policy.

#### BENEFITS

- End-to-end solution including device supply, distribution and remote management
- Capability to distribute and manage ruggedized and consumer mobile devices and tablets
- Our mobile device management lets customers perform hardware diagnostics and troubleshooting remotely and push new mobile applications and updates over the air. It also incorporates features like geofencing, web filtering, security policy and telecoms expense management.
- Allows you to keep control of devices when implementing a BYOD strategy
- Setup of a corporate mobile application store where only selected applications are available to end users

#### RESULTS

**<30  
minutes**  
to fully configure a new  
device

**Zero  
delay**  
in changing device  
configuration over-the-air

## How does it work?



## SOLUTION COMPONENTS

### 1. Direct partnership with key manufacturers

We have a strategic partnership with Apple (B2B channel).

### 2. Global distribution

We can leverage device manufacturer capability or partnerships with worldwide distributors (such as Scansource and Ingram Micro) to ensure global service delivery.

### 3. Remote management

We partner with world-leading third parties to enrich our offer and completely manage customer device fleets. Through our SITA Mobile Device Management component, our Center of Excellence can perform advanced operations over the air on end users' devices, including:

- Defining groups and profiles with different access rights levels
- Setting up a security policy
- Enabling/disabling the use of device features and access to websites
- Push configuration (mails, VPN etc.) settings
- Managing mobile applications by implementing a customer's private mobile corporate application store

### 4. Lifecycle management

We offer setup and device inventory management and interaction with manufacturers concerning warranty support. On a case-by-case basis, SITA Managed Mobile Devices can be combined with on-site support.

## CASE STUDY

SITA managed the rollout of 4,500 iPads for Air France pilots, with iPads being managed both on-site and remotely by SITA.

Specific on-site support aimed at managing all activation, configuration and preparation of the iPad fleet. The pilots received a ready-to-use device with all Air France-required settings and applications pre-installed by SITA.

SITA provides on-site support – collecting defective devices and preconfiguring new iPads, thus avoiding disruption to pilots' day-to-day activities.

Thanks to the SITA Mobile Device Management component, any updates of Air France's business (applications, manuals, etc.) could be performed over-the-air. This eliminated the need for any physical interventions.

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