

# Simplify endpoint management with professional services built to support your UEM



**As your endpoints multiply and grow in complexity, a UEM solution and a Customer Support Desk (CSD) Remote Administration service plan from AT&T Business helps you stay focused on your core business.**

As a business, you might not have the resources or expertise to manage mobile device configuration and deployment, implement security policies, distribute applications, maintain email security, and address the demands of BYOD (bring your own device) policies as you manage your remote or hybrid workforce. Plus, you need to

consider cybersecurity threats and new UEM features or functionality that can increase complexities. Hiring, training, and retaining staff with the skills and knowledge to administer and support endpoint and cybersecurity initiatives can translate into high operational and labor investments.

## Benefits

- Relieves burden on IT staff and allows them to focus on strategic initiatives
- Supports your bottom line: Total Cost of Ownership (TCO) analysis shows how you can boost your savings potential vs. creating and maintaining the same functions internally
- Provides heightened level of service and incremental benefits beyond the AT&T Customer Support Desk
- Connects you with an assigned UEM consultant
- Qualifies you for ongoing configuration and lifecycle administration of your UEM
- Provides access to experts trained and experienced in implementing best practices and avoiding common problems
- Enables you to improve processes and policies with annual health checks on UEM environment
- Keeps you up to date on new features and functionality included in new software releases, so you can plan for implementation, if required

## Unified Endpoint Management Remote Administration



In order to support dozens, hundreds, or thousands of endpoints, you need to nail the right infrastructure and processes. This takes time and know-how — more resources you might not have. But the cost of not implementing a UEM correctly can be extremely high. You don't want to take that risk with your business.

A managed UEM can enhance productivity, drive efficiencies, and innovate how routine processes and functions are handled. AT&T Business can bring a higher level of managed administration and technical support from certified individuals in a UEM solution designed for business.

### Customer Support Desk (CSD) Remote Administration Service Plan

A CSD Remote Administration Service Plan from AT&T Business provides a higher level of managed administration and technical support from certified individuals for your UEM solution. This plan enables you to offload the risks and costs of maintaining internal support staff and allows you to focus on your business. Experienced, industry- and vendor-trained professionals provide hands-on and comprehensive ongoing administration and technical support. Our staff is trained to keep pace with the changes in UEM technology and equipped with proven processes and tools to facilitate a positive end-user experience. Our assigned Unified Endpoint Management Consultant (UEMC), is trained to provide proactive recommendations and ongoing consultation on UEM design, implementation, and administration based on latest industry best practices and vendor recommendations.

Our CSD Remote Administration Service Plan is designed for organizations with minimal internal support or mobile expertise or organizations that have custom needs where in-depth expertise is needed. Outsource the administration of the UEM platform to reduce total cost of ownership (TCO).



A UEM consultant will be assigned to you, providing additional benefits beyond what is provided by the Customer Support Desk for UEM solutions from AT&T business. Your CSD Remote Administration Service Plan includes:

- **Assigned Unified Endpoint Management Consultant (UEMC)**, a trusted advisor trained to provide proactive recommendations and ongoing consultation on UEM design, implementation, and administration based on latest industry best practices and vendor recommendations
- UEMC performs **advanced security and compliance policy tasks**
- **Comprehensive, ongoing configuration** and lifecycle administration of the UEM on your behalf
- Trained and experienced **support staff with cross-solution expertise** with UEM platforms and end point operating systems
- Ability to **update security policies and authorize device configurations**
- Annual performance health checks for installations



## Your UEM Consultant

Your consultant performs advanced remote-administrator tasks for security and compliance policies. These require careful planning and preparation for actions that have the potential to impact multiple users or the UEM implementation. The UEMC consults with you on UEM security policies, device profiles and configuration, organizational structures, and application / content distribution strategy. The UEMC is available to up to 2 of your authorized representatives who are typically IT or cybersecurity personnel responsible for the UEM project.

Responsibilities include:

- Consulting on your existing UEM environment and best practices
- Organization and Group Structure within the UEM environment
- Device Configuration and Connectivity Management
- User and Group Management with the UEM environment
- Policy and Compliance Management
- Application, Content Management, and Distribution
- Assess and implement new features and functionality
- Support for UEM integration with email
- UEM advanced features support
- Integration of 3rd-party device enrollment programs such as the Apple Business Manager (ABM), Android Zero-touch, and Samsung KNOX Mobile Enrollment (KME)
- Mobile Threat Defense Administration (e.g. Lookout and Zimperium) if licenses and support provided by AT&T

**For more information about Unified Endpoint Management Solutions (UEM) from AT&T and Customer Support Desk Remote Administration, go to <https://cybersecurity.att.com/categories/endpoint-security> or contact your AT&T Business representative.**