



# MobileIron Virtual Smartphone Platform

## Review From A Customer



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From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Mobility Engineer at a financial services firm with 51-200 employees

**it\_user173718**

### VALUABLE FEATURES

High Availability on Core and Sentry, Apple DEP support, MAM, and the BYOD Portal are valuable.

### IMPROVEMENTS TO MY ORGANIZATION

Corporate-owned and employee-owned devices can be enrolled from the same BYOD Portal. In-house app distribution allows retail apps to be deployed to store devices with more ease.

### ROOM FOR IMPROVEMENT

Reporting and custom reporting, containerization, more readable and assessable documentation, better technical support and better trained staff.

### USE OF SOLUTION

2.5 years

### DEPLOYMENT ISSUES

Yes. ActiveSync issue.

### STABILITY ISSUES

Yes. Certain profiles are not getting pushed that rendered app distribution

### SCALABILITY ISSUES

None encountered.



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### **CUSTOMER SERVICE AND TECHNICAL SUPPORT**

Customer Service: 7.5 out of 10 Technical Support: 6.5 out of 10

### **PREVIOUS SOLUTIONS**

Yes. Agreement issue with preferred product was the reason for change.

### **INITIAL SETUP**

Not quite. Technical questionnaire/reference can be done better so firewall rules can be implemented more smoothly. The server setup that BYOD Portal resides on is not supported by MobileIron and caused support issues such as vulnerability patches, configuration, etc.

### **IMPLEMENTATION TEAM**

Both via Webex sessions. The level of expertise from the vendor team is 8 out of 10.

### **ROI**

I don't know what the **ROI** is.

### **OTHER SOLUTIONS CONSIDERED**

AirWatch, Absolute, and McAfee MDM were also evaluated.

### **OTHER ADVICE**

Clearly list goals or objectives, compare products, interview vendors and ask intelligent questions that may be related to problems or challenges

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