

# Enterprise Mobility Management & Collaboration

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# Enterprise challenges

*The rapid pace of change poses complex business challenges*

How do I support mobile users across the globe, 24x7?



How can I control operational and labor investments related to mobility?



How do I manage changes to my organization's Mobile Device Management environment?



How do I quickly gain the expertise and infrastructure needed to support and manage mobility?



# Mobile Enablement – An Emerging Priority

## New Challenges



# Gartner Survey - Technology Priorities for CIOs in 2016

1. BI / Analytics
- 2. Cloud**
- 3. Mobile**
4. Revenue Digitization / Digital Marketing
5. Hard Infrastructure & Data Center
6. ERP
- 7. Security**
8. Industry Specific Applications
9. CRM
10. Networking/Voice/Data Communications



# Enterprises : *Mobile First* strategy

*But.... What is it?*

**Mobile First** is an approach to business processes and technology that assumes smartphones, tablets, and task specific mobile applications are employees primary tools for getting work done.



# Market Dynamics Drive EMM Adoption

## EMM growth

- Only 40% of Frost and Sullivan respondents deployed an EMM solution<sup>2</sup>
- Companies Struggle with maintaining in-house expertise to meet the business requirements.

## App mobilization

- 82% of North American businesses have deployed at least one employee mobile application<sup>2</sup>
- Getting Access to company content drives employee productivity, efficient business processes and better customer engagement<sup>2</sup>

## Mobility expansion to the Cloud

- Customers are realizing Cloud benefits with mobile Access.
- Securing Cloud on mobile continues to be a challenge.

# Who's driving this paradigm shift...



With nearly 40% of CIOs reporting that they are the leaders of digital transformation in their enterprise, and 34% the innovation leaders, **CIOs are clearly being given the opportunity to lead a digital transformation...**

—Insights from the 2016 Gartner CIO Agenda Report



# Enterprise Mobility Management

- Empowering a modern workforce





# The Challenge: Business Today is Different

## Content Sprawl

- Businesses store content in disjointed silos (e-mail, local, SharePoint, File Shares, CRM) making it impossible to ensure content continuity and validity.

## The Office is Anywhere

- Corporate content, tools, and systems, need to be available in real-time to employees and partners without degradation, regardless of location or time of day.

## Consumer Applications in Business

- When faced with a lack of IT sanctioned solutions, users will adopt consumer centric applications, that expose the company's data and increase security risks.

## Mobile Empowerment in the Workplace

- Employees demand freedom of device/OS choice and shun the idea of carrying multiple devices for personal/corporate work.



# Top Security Concerns in the Mobile Space

What are my risks? What so I need to be thinking about?

1. Data loss from lost, stolen or decommissioned devices
2. **Malware – Identification and Removal**
3. Data loss through poorly written 3rd-party applications
4. **Rooted/Jailbroken Devices**
5. **Unsecured Wi-Fi, networks and rogue access points**
6. **Data Leakage/Loss through consumer cloud solutions**
7. Lack of Sufficient management tools – Not knowing what is connecting?



**Security Alert:** Discovered in June 2013, **Backdoor.AndroidOS.Obad.a** is the most sophisticated mobile Trojan to date. Capabilities included opening a backdoor for **downloading files, stealing information about the phone and its apps, sending SMS messages to premium rate numbers and spreading malware via Bluetooth.**



# EMM Addresses Increased Mobile Malware Concerns

6/27/15

- Attacks through overflow vulnerability old Android
- **EMM:** Quarantine by OS Version

9/1/15

- Exposes user's iTunes Creds on jailbroken iOS Devices
- **EMM:** Identify/select wipe devices

9/17/15

- Hacked Dev tool library allows phishing and data collection
- **EMM:** Identify and Quarantine

10/4/15

- Compromise, replace, and launch apps through abusive API's.
- **EMM:** Quarantine by OS version until upgraded



# Unsecured WiFi = Potential Man-in-the-Middle

## What is a Man-in-the-Middle Attack?

A man-in-the-middle is an attack where the attacker secretly relays and possibly alters the communication between two parties who believe they are directly communicating with each other.

Depending on the attackers sophistication, even secure communications (such as SSL) can be broken without the user's knowledge.



# Enterprise Mobility Management – 3 Steps to Secure

## Step 1: Identify

- Knowing who and what is connecting to corporate networks is the first step in identifying risk.

## Step 2: Remediate

- Blocking unauthorized users, devices, and operating systems from connecting to corporate resources mitigates risk.

## Step 3: Manage

- Define policies that develop a mobile environment that empowers end users and secures data.



# Environment Transformation

Exchange → Enterprise Mobility Management

## Enterprise Mobility Management Features

- **Device PIN | Password | Passcode**
- **Activity timeout | # Failed Attempts**
- **Full Data Wipe**
- **Block Unauthorized E-mail Access thru Policy**
- Remote Unlock/Lock
- Selective E-mail Wipe (BYOD)
- Streamline Provisioning – Enrollment/Portal
- Complete Visibility & Accurate Reporting
- Enterprise App Store (VPP)
- **App Whitelist/Blacklist**
- **OS Version Control**
- **Jailbreak/Root Detection**
- Roaming Expense Management

## Productivity & Security

- **Separate Personal Data & Business Data**
  - Containerization and Information Barriers
- **Mobile Content Management**
  - **Encrypt and Secure E-mail Attachments, Prevent Cut, Copy, Paste, Open-In**
  - Content Distribution / Consolidation
- **Application Focus**
  - 1<sup>st</sup> and 3<sup>rd</sup> Party Application Management
  - Enterprise Application Store
  - Provide secure intranet browser for web enabled applications
- **Enterprise VPN**
  - **Tunnel corporate application and web traffic**



# Mobile Content Management

- They may take our device, but they'll never get our DATA!



# Why Mobile Content Management?

## Benefits to the Enterprise

- Seamless, Secure, access to Enterprise Data across multiple device platforms
- Sharing and Collaboration of Content across employees and business partners
- Tracking and auditing of who is using content

## Current Challenges

- Enforcing content distribution and retention policies across multiple platforms
- Role and User permissions vary across distributed content stores
- Users accessing stale content can lead to reduction in business productivity

## Market Opportunity

- Currently 20% of corporations leverage Mobile Content Management Solutions.
- That number is expected to grow to 60% by the end of 2017.







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