

Symbol Mobility Services Platform™ (MSP)

symbol
The Enterprise Mobility Company™

MSP Server and MSP Agents

SOFTWARE

Unified Mission Control for Mobile Devices, Mobile Applications and Wireless Network Infrastructure

Symbol's Mobility Services Platform (MSP) provides customers with unprecedented control and visibility of their entire enterprise mobility system, including mobile devices, mobile applications and wireless network infrastructure. Customers gain the ability to dramatically speed up the rollout of their enterprise mobility solutions, ensure high performance and quality of service, and reduce complexity and total cost of ownership.

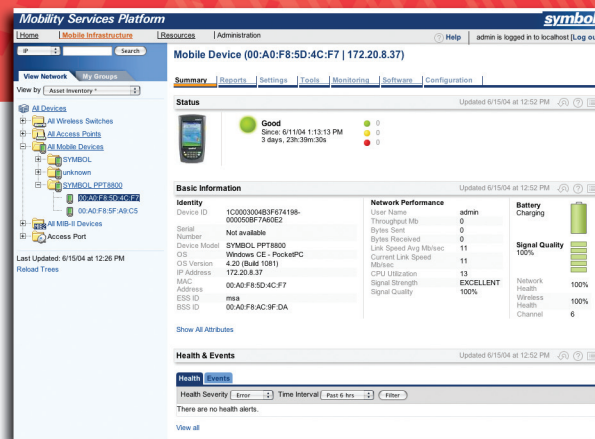
MSP Server is a rack-mounted appliance with a Web-based console that includes wireless network management and mobile device management capabilities such as configuration, provisioning, monitoring, charting, reporting and troubleshooting. MSP Server contains element managers that interact with mobile devices and mobile applications through MSP Agents, and with wireless network elements through SNMP and other protocols. MSP Agents collect monitoring information and execute administrative tasks initiated through the MSP Server. MSP Server (Enterprise) is deployed at Network Operations Centers with the ability to link with multiple MSP Servers (Lite) deployed in regional offices, distribution centers and stores.

Faster and Simpler Deployment

With MSP, the time and cost required to rollout enterprise mobility systems is reduced from months to days. New devices are able to configure themselves, securely connect over any IP network and provision themselves with the correct software and applications. Wireless network elements are discovered and configured through common templates. In addition, MSP enables ongoing mass updating and provisioning of mobile devices and wireless network elements.

Deep Visibility into Inventory and Performance

MSP enables full visibility into inventory and performance data across mobile devices, mobile applications and wireless networks. MSP monitors several hundred mobile device and wireless network element characteristics including RF status, CPU utilization, software inventory, memory utilization, CRC errors and more. Data and events are saved in a database that is then used to provide a snapshot of health status, tree views and topologies, and software inventory. In addition, historical charts and reports are provided to analyze trends over longer periods of time. MSP enables uniform application of management policies for alerts, deployment, thresholds and health, all tuned to customers' needs.



Features

Deployment: Out-of-the-box deployment and mass configuration & provisioning

Inventory Management: End-to-end view of inventory through trees and groups

Performance Management: End-to-end health and performance visibility through monitoring

Fault Isolation and Troubleshooting: Pre-built charts/reports, remote control tool and element managers

Security: Remote device lock-down and user authentication monitoring

Traffic Optimization: Hierarchical deployment through Enterprise and Lite configurations

Interoperability and Standards: Open agent architecture and standards-based server platform

Appliance: Plug & play appliance with pre-integrated components, fast-start policies and auto-discovery

Benefits

Roll-out time reduced from months to days

Constant visibility for rapid drilldown and planning

Constant visibility for high Quality of Service and exception-based management

Fault resolution time reduced from days to hours

Enhanced wireless network security

Impact of monitoring on corporate WAN controlled and minimized

Easily extensible to new devices, network elements and management services

Easy implementation of management solution

Reduced Downtime and Support Costs

MSP dramatically reduces help desk and support costs by enabling customers to rapidly diagnose and solve a full range of network, device and application problems. In addition to a report builder, MSP provides pre-built reports, including association between access points and mobile devices, throughput over time and more.

Administrators can compare these charts to triage problems rapidly. Once the problem is isolated, MSP provides tools to resolve the problem, including the ability to remotely log into and control a mobile device, configure a network element, and lock-down a device.

Management Platform Tuned for Rapid Implementation and Extensibility

MSP is tuned to be rapidly installed and in production in a distributed manner. Together with an install wizard, fast-start policies and auto-discovery, an MSP Server can be put into production in a matter of hours. With hierarchical deployment capabilities through Enterprise and Lite configurations, administrators control and minimize the impact of monitoring data on their corporate wide area network (WAN). And finally, with an open and standards-based architecture, MSP can be easily extended to manage new mobile devices, mobile applications and wireless network elements.

Full Professional Services and Customer Support

Symbol offers a range of services designed to meet the full needs of customers, from planning through ongoing service and support. Through MSP implementation services, Symbol's top mobility systems experts work with customers for analysis & design, pilot implementation and rollout support. In addition, Symbol provides a complete and tiered support plan for MSP hardware and software support.

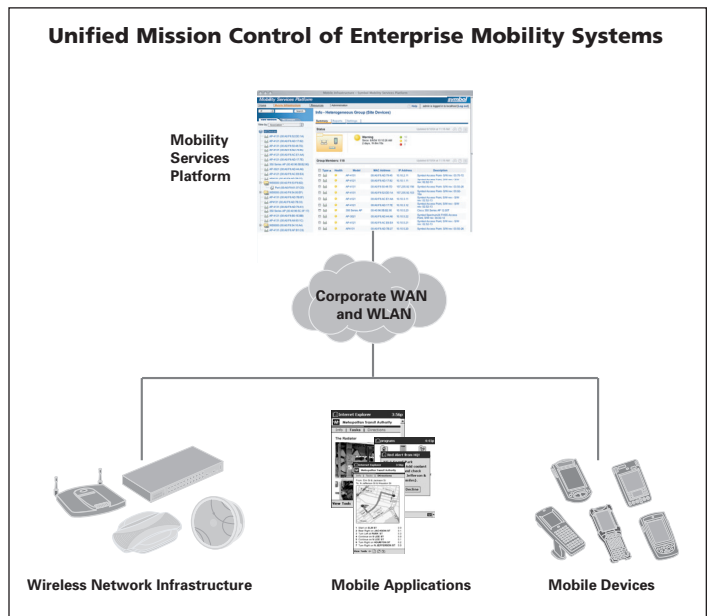
About Symbol Technologies

Symbol Technologies, Inc., The Enterprise Mobility Company™, delivers solutions that capture, move and manage information in real time, from the point of activity to the point of decision. Symbol solutions integrate advanced data capture technology, ruggedized mobile computers, wireless infrastructure, enabling software and high-ROI applications from our business partners and Symbol Enterprise Mobility Services. Symbol enterprise mobility solutions increase business productivity and velocity, reduce costs and realize competitive advantage for the world's leading retailers, transportation and logistics companies and manufacturers as well as government agencies and providers of healthcare, hospitality and security. More information is available at www.symbol.com

MSP Specifications

	MSP Server – Enterprise	MSP Server – Lite
Hierarchy Supported:	Multiple MSP Servers (Lite)	None
CPU:	Dual CPU	Single CPU
OS:	Linux	Linux
Processor:	2.8Ghz Intel® Xeon™	2.8Ghz Intel® Xeon™
Memory:	2 GB ECC DDR SDRAM	1 GB ECC DDR SDRAM
Hard drive:	Dual mirrored 73.4 GB (RAID 1)	Dual mirrored 36.4 GB (RAID 1)
Ethernet ports:	Dual Gigabit 10/100/1000	Dual Gigabit 10/100/1000

In addition to supporting the MC9000 series, PPT8800 series, WS5000, WS2000 and other mobile devices and wireless network infrastructure, Symbol is continuously enhancing MSP to support new mobile devices and wireless network infrastructure. Please check with your sales representative for an updated list of managed devices.



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