Remote Support with Mobile Device Management

Technical problems can occur when operating mobile devices in companies. To counter these, MDM offers remote support. In this e-book, you will learn how you can use MDM for troubleshooting and prevent user errors.

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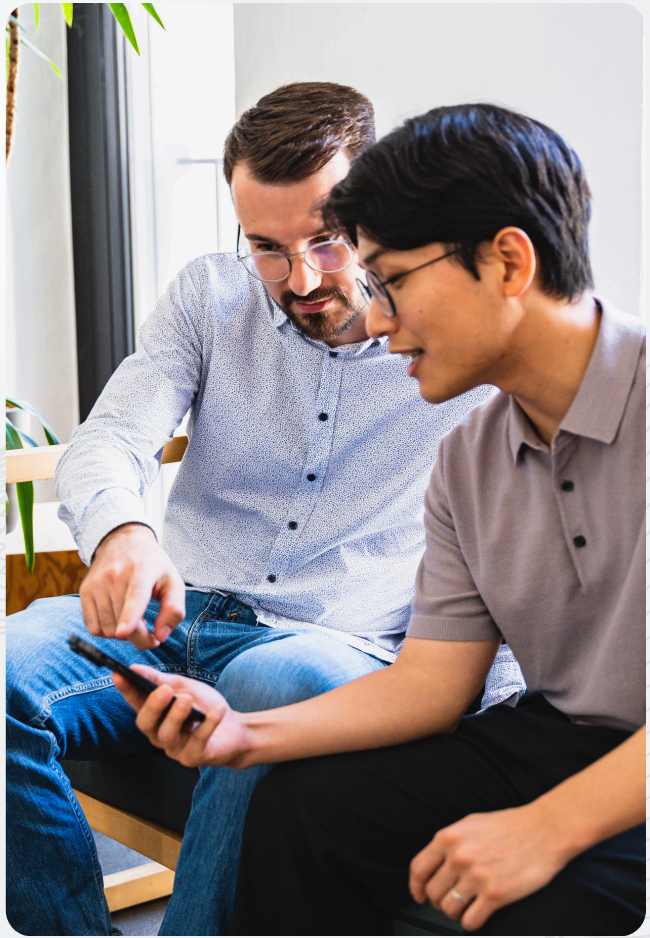
Prevent user errors with an MDM

User errors can always occur when using smartphones and tablets. With an MDM, these can often be prevented and thus not only make work easier, but also increase the service life of the devices. Various guidelines are assigned in the MDM for this purpose, which act as operating guidelines for the devices. On the following pages, we will look at various errors and how they can be dealt with using an MDM.



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Technical and operating errors

Always leaving apps open

If apps are always running in the background, this can impair the performance of the device.

Ignoring updates

Security or system updates are often postponed or ignored, which can lead to security gaps or instability.

Not backing up important company data

If the device is stolen or becomes unusable, important data will be lost without a backup in the company cloud.

Excessive memory consumption

Too many photos, videos, apps or large amounts of data can fill up the memory and slow down the device.

Errors in app usage

Carelessly agreeing to permissions

If apps are downloaded by the users themselves, permissions are often granted without further consideration. Not all apps require permissions for camera, contacts, microphone, etc.

Unconscious in-app purchases

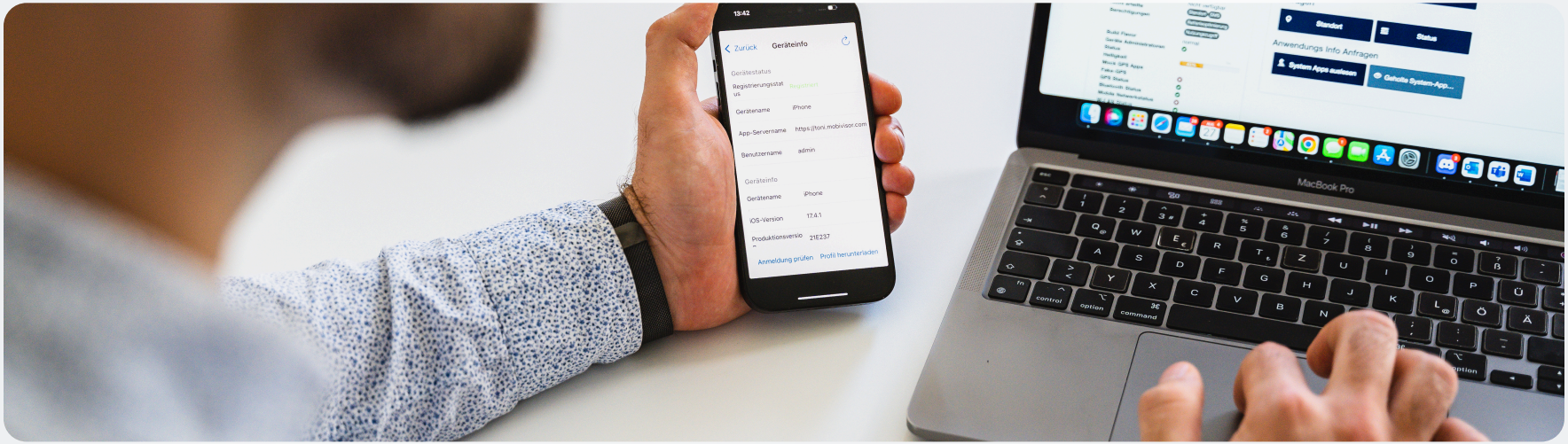
It is not always immediately obvious that an in-app feature has to be purchased separately. This can quickly lead to increased costs.

Little awareness of data protection

Users of mobile devices are often unaware of where their data is recorded and collected. Caution is required here, especially with business data.

How does MDM Remote Support help you with troubleshooting?

An MDM usually has a remote support feature. With this, the IT admin can switch to the user's screen with their consent. This makes it possible to carry out an initial error analysis for employees who are not on site. In addition, it is often possible for the admin to also take control of the mobile device. Remote support can also be understood as the ability to send commands and trigger actions on the device via MDM.



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Solve user errors with Remote Support

Always leaving apps open

Admins can track the power consumption of apps in MDM. As a first solution, the swipe kill of all apps running in the background can be carried out remotely.

Ignoring updates

The version of the installed operating system can be viewed in the MDM. If this is not up to date, it can be updated by the MDM.

No backup of important company data

If the device needs to be reset, the admin can connect to the device beforehand and initiate the backup of the data for the user, provided the user does not know how to do this. The device can then be reset to factory settings via MDM.

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Solve user errors with Remote Support

Excessive memory consumption

The MDM can be used to view how much memory is being used on the device. If an employee uses up all the memory and the device slows down or runs hot as a result, the admin can check whether it is due to too many photos or videos and have them deleted if necessary.

Apps won’t install

In the MobiVisor MDM app, the admin can check whether the user is logged in and has a connection to the MDM.

Carelessly agreeing to permissions

App permissions can be granted or revoked via MDM. This can be done at a very granular level that goes far beyond the settings on the device itself.

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Solve user errors with Remote Support

Unconscious in-app purchases

In-app purchases can be categorically banned via MDM policies (iOS). Alternatively, the App Store or Play Store can be configured so that only apps approved by the MDM (without the in-app purchase option) can be installed.

Little awareness of data protection

On devices for purely business use, it can be forbidden to add a private email account to prevent business data from falling into the wrong hands. A strict spam filter for company emails also reduces the likelihood of spam emails and phishing.

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About the authors

IOTIQ GmbH is an international IT company based in Leipzig. We have been offering customized software solutions, especially for SMEs, since 2017.

Our goal: to drive digitalization in Germany - with the best software for your smartphone. Companies of all sizes should be able to benefit from the advantages of digitalization: from tailor-made app development to hardware consulting and procurement. We believe that mobile devices are the key to digital advancement.

The author of this article is Customer Care & Marketing Manager at IOTIQ GmbH and a certified Android expert.

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