



Person  
Centred  
Software

Connected Care

# MDM (Mobile Device Management)

# Introduction/Overview

**Mobile Device Management (MDM)** is a type of software that allows IT departments to manage and secure mobile devices such as smartphones. It provides a centralised platform for deploying software, enforcing security policies and managing device configurations. MDM solutions can be deployed on-premises or in the cloud.

Our Mobile Device Management system offers extra security to your devices within your home. This allows you to have more control over what is visible on your devices. Devices purchased from PCS with MDM will come pre-loaded with the applications that you have purchased from us. Any additional applications can be added by request from our Support team.

Customers will be required to create customer-managed Google accounts to continue using our MDM and retain access to apps. Organisations are required to manage their own Google accounts for MDM.

Google has advised that all customers of MDM solutions create and manage their own Google accounts to:

1. **Mitigate risks:** Centralised, non-customer-managed accounts introduce vulnerabilities.
2. **Align with standard operating practices:** Industry standards require direct customer management of accounts.
3. **Ensure compliance:** This change ensures alignment with Google's policies and enhances your organisation's control over its MDM solution.

## Uses Cases

- **Corporate-owned devices:** Manages company-issued devices, ensuring consistent configurations and security.
- **Remote workforce:** Securely manages devices used by remote employees.

## Device Compatibility

Our MDM lockdown service may only work on devices that have been fully tested and supported by our devices team. These are displayed below:

- Ascom Myco3
- Lenovo M8 tablet
- Samsung Xcover4
- Samsung Xcover4s
- Samsung Xcover5
- Samsung xCover7
- Zebra TC21-HC
- Zebra HC25
- Samsung A21
- Samsung Xcover Pro

If you have a query regarding these devices or any devices that are not on this list, then please contact our Support team and they will be able to assist you further.

## Features & Benefits

- A simpler, more streamlined build process increases reliability when the devices reach you (if purchased directly from us).
- Better on-device support tools for troubleshooting so devices can be fixed remotely.
- Your suite of devices is centrally managed to ensure consistency, and only appropriate work-related apps are being used.
- If devices are misplaced, our Support team can remotely lock the devices to prevent them from being used. If they are lost they can be remotely wiped.
- Applications from the Google Play Store can be remotely installed on all devices seamlessly by our Support Team.
- **Web Applications:** Websites such as login pages can be installed on devices to appear as an application for easy access. This is useful for products which do not have an application that is on the Google Play Store.
- **Enhanced security:** We apply policies to devices to restrict access to features and data access (e.g. USB storage) to ensure the device is fully secured.
- **Increased productivity:** Streamlines device provisioning and management, enabling employees to focus on their work rather than IT issues.
- **Improved compliance:** Helps organisations meet industry regulations by enforcing data protection policies and tracking device usage.
- **Cost reduction:** Reduces IT support costs by automating device management tasks.
- **Inventory management:** Tracks device information, such as make, model and operating system.

## Application Compatibility

We are unable to guarantee that all applications will function correctly while locked down on our Mobile Device Management system. Our MDM blocks Bluetooth by default which can prevent the functionality of some applications. Please take this into consideration when deciding on whether to add devices to our MDM.

## Costs

Our MDM is charged per device per month. Each device will need a charge raised for it to be built onto our Mobile Device Management system. This is already included on the cost of each subscription device. Our charges currently need to be raised with our Customer Success Team. Please reach out directly for more information on the specific costs and to raise any orders.

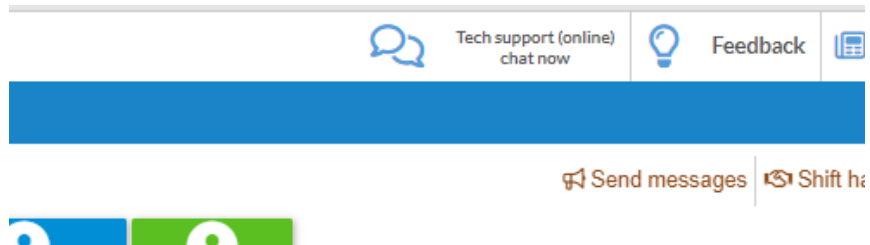
**clientsuccess@personcentredsoftware.com OR call 0117 200 1474 Option 2**

## mCare Contact Details

If you would like to get in contact with the mCare support team to assist with any device queries, there are a few different ways you can get in contact:

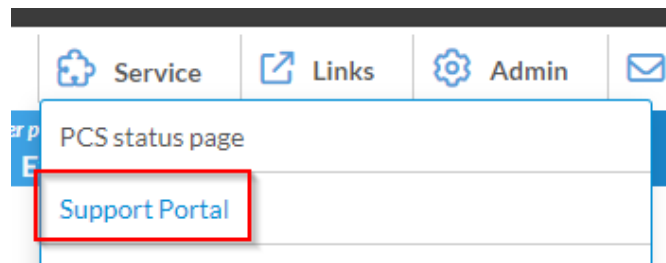
### Live Chat

If you log into your mCare account, you will see in the top right of the screen '**Tech Support (online) Chat Now**'. Clicking onto this will take you directly into a live chat with a member of the support team.

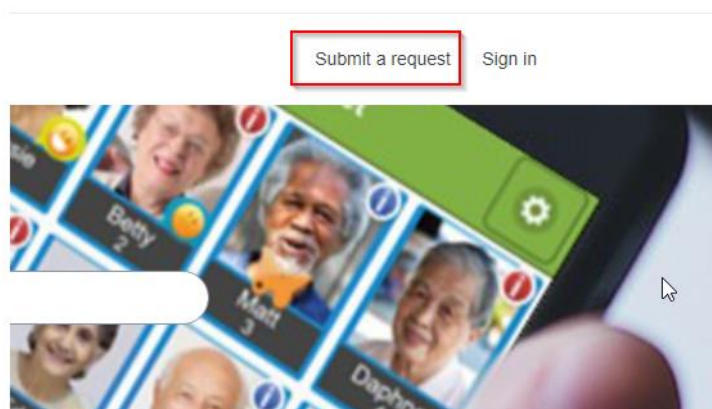


### Ticket

If you log into your mCare account, at the top of your screen you will need to locate the '**Service**' tab which has a puzzle icon next to it. Click onto this and then click on '**Support Portal**'.



This will take you to a new page where you can view all current open tickets. In the top right corner you can then click on 'Submit a Request' to raise a ticket with our support team.



### Phone/Email

Alternatively, you can contact mCare Support via email.

**Email:** [support@personcentredsoftware.com](mailto:support@personcentredsoftware.com)

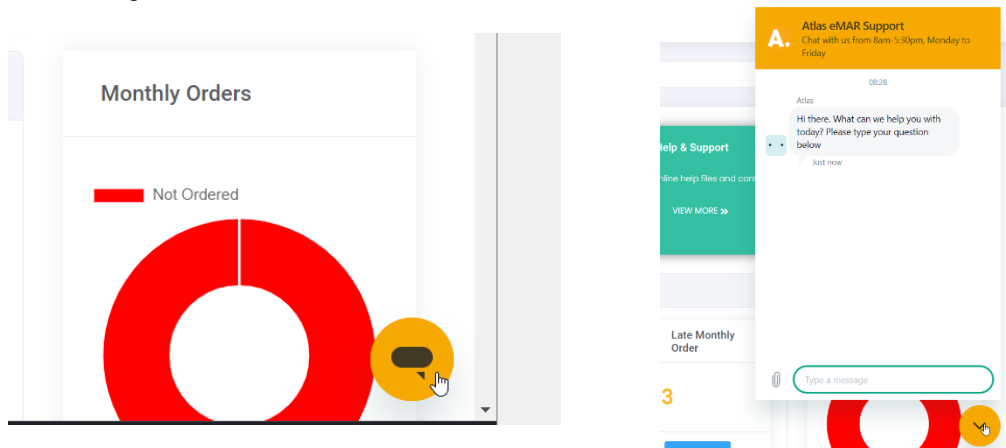
**Support Opening Times:** 8am – 5:30pm, Monday to Friday

## Atlas eMAR Contact Details

If you would like to get in contact with the Atlas eMAR support team to assist with any device queries, there are a few different ways you can get in contact:

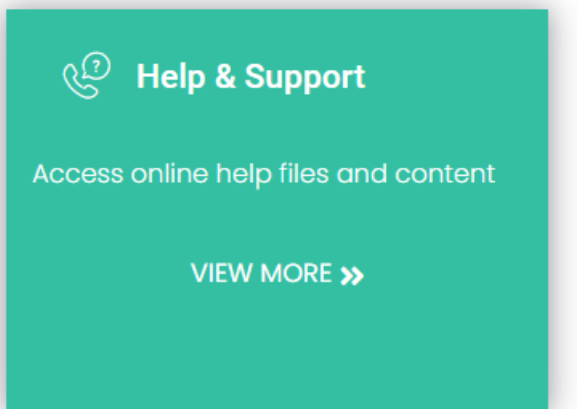
### Live Chat

You can contact the support team via a live chat by going to **Atlas Central** and click on the speech bubble in the bottom right corner of the screen.



### Ticket

On Atlas Central main page click on the green **'Help & Support'** tile. This will take you to a new page. You then need to click on **'Submit a Request'** in the top right corner.



### Phone/Email

Alternatively, you can contact Atlas Support via email  
**Email:** [support@atlasemar.com](mailto:support@atlasemar.com)

**Support Opening Times:** 8am – 5:30pm, Monday to Friday

## **Need support?**

Create a support request in Monitor  
or start a Tech Chat