Telstra Device Enrolment Service

Streamline the rollout of corporate owned mobile devices

Summary

Manage your mobile fleet from start to finish with the Telstra Device Enrolment Service. From purchase, devices will be enrolled and when deployed employees will receive a device fully compliant to your organisations preferred settings – deploying and managing hundreds of devices within your organisation could not be easier.

Enrolment is offered for newly ordered devices at no charge. From here you can self-manage your fleet or let Telstra look after it for you. Your Account Executive can confirm which devices can be enrolled.

How the enrolment service works

We'll automatically enrol any new devices you order and provide you with the tools to manage your fleet through its lifecycle. This means that you establish the controls and employees receive devices that are preconfigured and locked to company settings. Some of the features of the Telstra Device Enrolment Service include:

- view your organisation's device purchase history online
- add or remove your devices from the manufacturer's enrolment program at any time
- download reports for all your device orders and the current status of devices
- enjoy support with our helpdesk available to assist with queries on enrolling devices
- if you'd prefer, let us help you with our end-to-end managed service.

Why use the Telstra Device Enrolment Service

- **Simple device setup** – reducing the burden on your internal support teams and providing a seamless experience for employees, new devices are pre-configured and ready to go out of the box with company settings, policies and applications.
- **Enhanced device security** – for enrolled devices, company settings are locked and cannot be removed, even when these devices are hard reset. Lost devices are useless to a third party because you have complete control over device security.
- **Clear visibility** – through the online portal you'll have access to important information on each and every device enrolled.

Order	Enrol	Assign	Deliver
You organisation places a device order with Telstra. In completing the order, you request that devices are added to the manufacturer's enrolment program.	Telstra will work with manufacturers to add your devices to the enrolment program. You will be notified when enrolment is complete.	The device manufacturer assigns the devices to your MDM platform.	Employees will now receive devices that are preconfigured and locked to company settings.

Managed Services

Where you require assistance to manage devices end-to-end, Telstra offers a managed service. As part of this service Telstra will provide:

• an MDM platform and configure this platform to link the manufacturer's enrolment program

• help you to define settings, policies and applications to deploy to employees

• manage lost and stolen devices

• provide end user support

• add/remove devices from the manufacturer's program.

Pre-requisites

In order to participate and before ordering new devices from Telstra, your organisation must:

1. Be a Telstra Business and/or Enterprise customer;

2. Create a device enrolment online account with the device manufacturer:

   a. create an Apple deployment program account at **deploy.apple.com**

   b. create a Samsung mobile enrolment account at **https://samsungknox.com/me**

3. Have a compatible Mobile Device Management (MDM) platform and configure this platform for device enrolment. It is your MDM platform that pushes all the settings, policies and applications to the devices when they are powered up.

4. Submit a request via **telstra.com/tmdm** to have your organisation registered for the Telstra Device Enrolment Service. Once you're enrolled, Telstra will then automatically add any new devices to your program.

Reduce the costs and distractions of using your in-house resources

Through our Enterprise Mobility Managed Service (EMMS) we can complete set up for your organisation and manage your device enrolment for you.

We'll also provide you with an end-to-end managed services solution – carefully tailored to your business needs. We can procure, enrol, support and maintain your mobile fleet. We also offer a 24/7 x 365 day service desk, plus protection from security threats and naturally, we support a wide range of devices, applications, operating systems and carriers.

We're supporting and protecting over 70,000 devices for Australian businesses. We have the expertise to safeguard your assets and data. So you can keep your workforce productive, around the clock.

Watch the full case study **here.**

To find out more about the Telstra Device Enrolment Service please speak to your Telstra sales representative or dealer.

telstra.com/tmdm