

# Detect threats and troubleshoot connectivity remotely



## Reduce downtime. Now.

Are mobile downtime issues costing you in productivity and aggravation?

Are your mobile users frustrated with chronic connectivity problems? Are you relying on trial and error troubleshooting to solve them? Do you even know where to look? The problems might be with devices, networks, application servers or somewhere in between. Can you measure the downtime and monitor costs these issues are causing your organization?

NetMotion Diagnostics helps

improve trouble shooting by providing root cause analysis and diagnostic reporting on what is keeping a device from staying connected. The client on the device helps identify the source of the problem and reports that to the NetMotion admin console. As a result, help desk remediation efforts are streamlined with better insights and reporting on events keeping users from staying connected.

Get proactive and intelligent monitoring. The solution analyzes critical, real-time data across your mobile deployment and proactively alerts you as problems arise.

## Potential Benefits

- Helps reduce support costs and TCO
- More user uptime
- Identify and troubleshoot connectivity problems
- Create email/text alerts to call attention to key events
- Quickly track and inventory mobile devices

## Features

- Diagnostics and troubleshooting
- User and usage statistics
- Alerts and reporting
- Network coverage, technology, and device mapping
- Diagnostics data, including geo-tagged data, can be exported for import into enterprise operation intelligence, including security, information and event management (SIEM)



NetMotion Diagnostics provides end-to-end performance data from the device, across cellular and WiFi networks to corporate and cloud-based servers. It removes the need for manually intensive back and forth troubleshooting between end-users and IT Support when connectivity issues occur.\*

## A leading self-diagnosing connectivity solution

### Get more user uptime

- Reduce downtime by quickly identifying problems and solving them with pinpoint accuracy.
- Give mobile workers access to your best coverage and fastest network technology options.
- Lower IT support costs by reducing unnecessary calls and improving mean time to repair.

### Quickly identify and troubleshoot chronic connectivity problems

- Track and report geo-tagged coverage data to better manage carrier SLAs.

- Monitor GPS performance to get maximum benefit from location-based applications and services.
- Optimize mobile VPN settings and policies to help address problem areas.

### Create email/text alerts calling attention to key events

- Increase operational awareness – enable stakeholders to know what, when and where key events are occurring.
- Improve utilization and savings on devices with under- or over-utilized cellular data threshold alerts.

## Get extensive platform support

Integrates with NetMotion Mobility clients (v10.52 – in the system tray, Policy and Analytics modules) and other applications through a programmatic interface. The NetMotion Diagnostics client is supported on iPad and iPhone devices (iOS 8 and later), Android devices (Android 4.0 and later), Windows Pro Tablets, laptops and other devices running Windows 7, 8 and 10. NetMotion Diagnostics software is available both as a hosted cloud-based solution or on-premises.

\*NetMotion Diagnostics reporting across a wireless network may be affected by your proximity to a cell site; the capacity of the cell site; the number of other users connected to the same cell site and the services they are using; the surrounding terrain; use inside a building or a moving vehicle; radio frequency interference; the capabilities of your device; as well as the applications you use. Current, published broadband performance measurements available at <https://www.att.com/gen/public-affairs?pid=20879> show that on average AT&T's network will provide 6 to 29 Mbps on the download and 2 to 11 Mbps on the upload.

## NetMotion Diagnostics – Monthly Pricing

Includes	On-Premise	Cloud
Diagnostics software for supported operating systems	\$4.95/month per device	\$5.95/month per device
Premium support and maintenance		
Free upgrades to new versions		

## NetMotion Diagnostics On-Premises Perpetual License Pricing

Licensed Users	Price NRC (Non Recurring Fee)
Up to – 99	\$2,000
100 – 999	\$10,000
1,000 – 4,999	\$45,000
5,000 – 9,999	\$75,000
10,000 – 15,000	\$100,000

## Maintenance

### Premium Maintenance includes

- 24x7 Technical Support
- Response times based on severity level
- Major upgrades to software at no additional charge for organizations that currently subscribe to the latest version of software
- Minor upgrades and maintenance releases
- Access to tech notes and web-based support

### Pricing for Maintenance for Perpetual Licenses

Term	Premium	Standard
1 year*	25%	15%
2 years*	22%	14%
3 years*	20%	13%

\* Maintenance charges are billed annually and calculated by multiplying the perpetual license fees by the applicable percentage for the number of years subscribed. Standard and Premium Maintenance for the Solution are offered by NetMotion Software, Inc. ("NetMotion"), provided subject to terms and conditions at <http://www.netmotionsoftware.com/support/support-plans/>. Customers that purchase perpetual licenses are required to purchase either Standard or Premium maintenance service for the first year of service; after the first year, the purchase of maintenance is optional. Premium Maintenance is included in the fees for subscription licenses. NetMotion is solely responsible for all technical support, including maintenance services.

**Important Information**

- The Solution is available for use with multiple network service providers. Only Customer Responsibility Users (“CRUs”) are eligible to participate in the Solution.
- All prices are subject to applicable taxes fees and surcharges. All fees paid are non-refundable. A minimum of 25 licenses is required.
- Wireless coverage is not available in all areas. Due to wireless coverage and system limitations, the service may not be accessible at all times. Coverage is subject to transmission limitations and terrain, systems, and other limitations. When outside a coverage area, access will be limited to information previously downloaded to or resident on a device. Wi-Fi coverage for Mobility requires Wi-Fi reception and a Wi-Fi enabled device. Environmental or other factors may limit Wi-Fi coverage. AT&T Mobility coverage maps are available at <http://www.att.com/maps/wireless-coverage.html#fbid=uDoFb4vFw-z>.
- With respect to use of the Solution with devices subscribed to non-AT&T wireless providers, Customer is responsible for ensuring that Customer, its applicable end users and the Solution comply with all applicable terms of service of such other wireless carrier(s). All associated voice, messaging and data usage will be subject to the applicable rates and terms of such other wireless carrier(s). Refer to applicable wireless carrier(s) for such rates, terms and conditions.
- Availability, security, speed, timeliness, accuracy and reliability of the Solution are not guaranteed by AT&T and AT&T disclaims all liability related to or arising out of Customer’s use of the Solution.
- The Solution requires a web console for the Policy, Network Access Control and Analytics modules. Additional server hardware, server software, wireless services and or network connections may be required.
- End User License Agreement (“EULA”) - The Solution is subject to a separate EULA with NetMotion found at <https://www.netmotionsoftware.com/legal-and-copyright/>. AT&T is not a party to this agreement. Customer’s use of the Solution is deemed to be Customer’s acceptance of the terms of the EULA. Customer must accept the EULA as the party liable for each CRU, and agrees that the CRUs will comply with the obligations under the EULA.
- AT&T reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause.
- Exclusive Remedy - Customer’s sole and exclusive remedy for any damages, losses, claims, costs and expenses arising out of or relating to use of the Solution will be termination of service.
- Data Privacy - Customer Personal Data may be transferred to or accessible by (i) AT&T personnel around the world (ii) third-parties who act on AT&T’s or AT&T’s supplier’s behalf as subcontractors; and (iii) third-parties (such as courts, law enforcement or regulatory authorities) where required by law. Customer will only provide or make Customer Personal Data accessible when Customer has the legal authority to do so and for which it has obtained the necessary consents from its end users, and will camouflage or securely encrypt Customer Personal Data in a manner compatible with the Solution. As used in this Service Guide, the term Customer Personal Data includes, without limitation, name, phone number, email address, wireless location information or any other information that identifies or could reasonably be used to identify Customer or its end users. Customer is responsible for providing end users with clear notice of AT&T’s and Customer’s collection and use of Customer Personal Data obtained via the Solution and for obtaining appropriate end user consent to that collection and use. Customer may satisfy its notification requirements as to AT&T by advising end users in writing that AT&T and its suppliers may collect and use Customer Personal Data by providing for end user review the relevant links to the Product Brief and to AT&T’s Privacy Policy at <http://www.att.com/gen/privacy-policy?pid=2506>.

For more information contact a representative or visit [att.com/NetMotion](http://att.com/NetMotion).