

NetMotion Mobile IQ™ – Real-time Operational Intelligence for Enterprise Mobility



Designed for IT and Security Operations teams, Mobile IQ aggregates mobile data from NetMotion Mobility® and NetMotion Diagnostics®. It then transforms it into actionable insights in customizable dashboards.

With Mobile IQ, visualize field operations in real-time to determine if mobile issues are widespread or confined to certain locations, devices or users. And track suspicious behavior to keep your mobile workforce secure and productive.

Status and performance at a glance

From the context-sensitive dashboards, you can drill down to uncover patterns and insights to more effectively support employees using mobile devices. Evaluate user experience and troubleshoot devices operating inside and outside the corporate firewall, across Wi-Fi and cellular networks.

- Make smart operational decisions
- Improve the user experience
- Troubleshoot proactively
- Analyze security threats

Potential Benefits

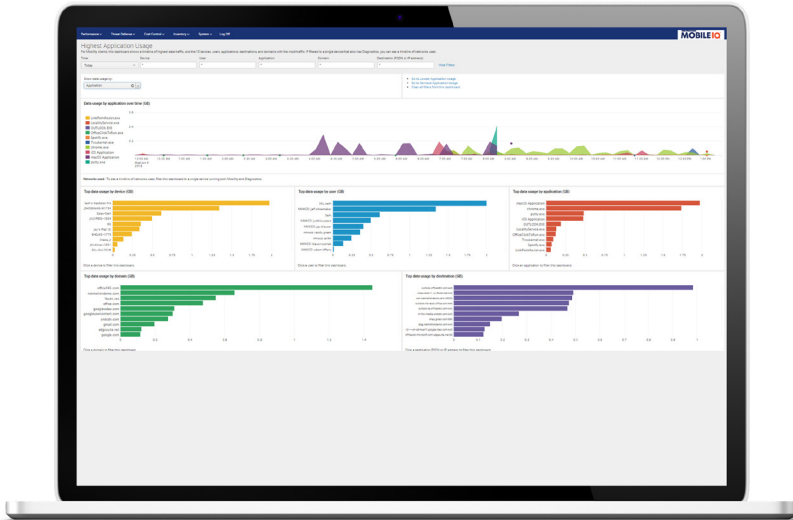
- Understand how performance, data costs and security threats impact your ability to serve customers
- Make faster, more informed decisions that will steer your mobile strategy
- Receive alerts on mobile connectivity, security, performance and behavior
- Gain visibility and insight into operations outside the corporate firewall
- Identify devices that are misused, lost or stolen
- Pinpoint problems with users, devices, applications or locations and determine the root cause
- Know what happened during specific time windows and map where events or issues occurred

25 dashboards encompassing:

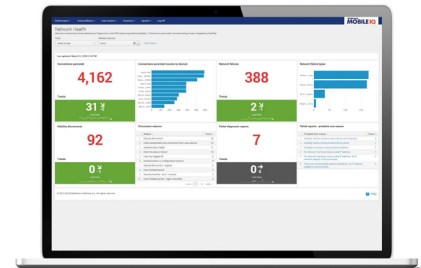
- Performance
- Cost Control
- Inventory
- Threat Defense

Big data. Better decisions.

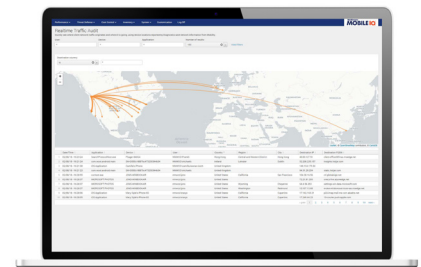
Mobile IQ visualizes data collected from NetMotion Mobility and Diagnostics-enabled devices giving Ops teams immediate analytical benefits.



See a timeline of highest data traffic - the top devices, users, applications, destinations, and domains with the most traffic over time. Identify which applications and networks are being used. Identify heaviest usage by device, user, application, domain, and destination.



Track network health beyond the firewall, capture connection failures including causes and which users are experiencing the most problems.



Discover users, viruses and malicious applications on devices or risky behavior (e.g., sending data out of the country), then use the other NetMotion tools to quarantine or remediate that device and user.

Visualization, Analysis & Alerting

Performance. Understand the health and performance of cellular and Wi-Fi networks (public and private), including actual network bandwidth and connection failures with forensic details for connection-path diagnostic reports. Pinpoint performance and stability problems in internal Wi-Fi and public carrier networks.

Threat Defense. Graphically audit application-level data traffic across the Internet-connected globe to detect data leakage and risky behavior. Uncover malicious applications, domains and IP addresses accessed by workers' mobile devices. Audit Wi-Fi security and VPN usage to find unsecure access points and risky worker behavior that puts corporate assets at risk.

Cost Control. Track usage of every public and private network—cellular, Wi-Fi, and Ethernet—on every mobile device workers use to access corporate

information. Track data usage to identify consumption patterns based on user, device, application, domain, and destination.

Location Intelligence & Inventory. Find lost or stolen devices, or pinpoint device location in real-time. Track devices, users and adapters across the enterprise for a quick summary with the ability to drill down on any individual, device or user. Drill-down on individual mobile devices to reveal configuration, users, location and movement, a log of mobile activities, and a timeline of networks, technologies and signal information. Detect devices with geo-location disabled.

Troubleshooting. Detect connection failures due to misconfigured devices, hardware problems or failing access points. Expedite troubleshooting and head off problems by spotting failure patterns and drilling down to specific devices. Discover devices that are failing connection tests and the locations where they are failing to understand the likely root-cause.

Platform Support & System Requirements

Products Supported	NetMotion Diagnostics® v.4.50 or later NetMotion Mobility® v11.40 or later
Deployment Models	Physical, virtual, or managed service in the NetMotion Cloud™
Scalability	Up to 100,000 mobile devices (Limited only by server configuration and capacity.)
Minimum Server Requirements	Physical or virtual machine running Microsoft Windows Server 2016 or 2012 R2 Up to 100 clients & 90 days of data: 2 x64 compatible CPUs; 4 GB RAM, 100 GB HDD Up to 1,000 clients & 90 days of data: 2 x64 compatible CPUs; 8 GB RAM, 1 TB HDD

NetMotion Mobile IQ Pricing Table

Plan	Number of Licensed Users	Fee	*
NetMotion Mobile IQ On-Premise Monthly Reoccurring Pricing	Up to – 99	\$129	
	100 – 999	\$858	
	1,000 – 4,999	\$2,820	
	5,000 – 9,999	\$5,280	
	10,000 – 15,000	\$6,715	
NetMotion Mobile IQ On-Premise Perpetual License Pricing	Up to – 99	\$2,250	• The number of Mobile IQ licensed users must equal the total number of licenses for both Mobility and Diagnostics.
	100 – 999	\$14,750	
	1,000 – 4,999	\$60,000	
	5,000 – 9,999	\$115,000	
	10,000 – 15,000	\$165,000	

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

Standard Maintenance includes:

- Technical Support between 5:00am – 5:00pm Pacific Time/Monday - Friday
- Minor upgrades and maintenance releases
- Discounted major version software upgrades
- Access to tech notes and web-based support

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 or other sales information that describes the Solution 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.

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