Troubleshoot connectivity issues, quickly

NetMotion Diagnostics™ from AT&T

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 morale costs these issues are causing your organization?

Rapidly and dramatically improve your mobile visibility and troubleshooting
NetMotion Diagnostics from AT&T provides the tools you need to pinpoint connectivity issues quickly and accurately to keep your mobile users productive and focused on their work. With the push of a button, you can instantly analyze every data hop between devices and application servers to identify the root cause of the problem.

Get proactive and intelligent monitoring
The solution analyzes critical, real-time data across your mobile deployment and can proactively alert you as problems arise. 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-user and IT Support when connectivity issues occur.

A leading self-diagnosing connectivity solution

Get more user uptime
- Minimize downtime by quickly identifying problems and solving with pinpoint accuracy.

- Ensure mobile workers have access to the best coverage and the fastest network technologies.

- Reduce IT support costs by eliminating 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 ensure 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 – ensure stakeholders know what, when and where key events are occurring.

- Improve utilization and savings on devices with under-or over-utilized cellular data threshold alerts.

Potential Benefits

- Reduce support costs and TCO
- More user uptime
- Quickly identify & troubleshoot connectivity problems
- Create email/text alerts to call attention to key events

Features

- Diagnostics & troubleshooting
- Alerts & reporting
- Network coverage, technology, and device mapping
- API integration

To learn more about NetMotion Diagnostics from AT&T, visit www.att.com/NetMotion or have us contact you.

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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 Diagnostics agent is supported on Windows 7, Windows 8 and for iPhone and iPad on iOS 8.0 or newer – iOS only supports. NetMotion Diagnostics software is available both as a hosted cloud-based solution or on-premises.

NetMotion Diagnostics On-premises Perpetual Pricing

Perpetual pricing is offered as a per device cost, with discounts based on the number of licenses purchased.

Number of Licenses	Windows/Android/iOS (Diagnostics + Alerting + NPM + Inventory)
25-99	$80.00
100-249	$75.00
250-499	$70.00
500-999	$65.00
1,000 +	$60.00

The first year of maintenance is required; discounts available based on number of years purchased.

NetMotion Diagnostics Maintenance	Premium Maintenance (% of license total)	Standard Maintenance (% of license total)
1 Year	25%	15%
2 Years	22%	14%
3 Years or More	20%	13%

- Premium Maintenance includes 24x7 Technical Support, guaranteed response times based on severity level, and all software releases, including major version upgrades.
- Standard Maintenance includes Technical Support 5:00 am - 5:00 pm PT/Monday – Friday, minor software releases, and discounted major version upgrades.

NetMotion Diagnostics – Monthly Pricing

Can be ordered as an add-on to Mobility or as a stand alone.

Includes	
Diagnostics software for supported operating systems (Windows, Android, and iOS)	$4.95/month per device
Premium support and maintenance	
Free upgrades to new versions	

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For more information contact a representative or visit att.com/NetMotion.

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Important Information

General: NetMotion Diagnostics from AT&T is available only to enterprise or government customers with a qualified AT&T agreement ("Qualified Agreement"). NetMotion Diagnostics from AT&T and NetMotion maintenance services are subject to the Qualified Agreement, applicable Sales Information and, with respect to NetMotion Diagnostics from AT&T, the software license found at http://www.netmotionwireless.com/Data/Sites/1/article/legal/netmotion-wireless_locality-2.0_eula.pdf and, with respect to maintenance services, the maintenance terms and conditions found at http://discover.netmotionwireless.com/rs/netmotionwireless/images/netmotion_wireless_maintenance_agreement.doc. (collectively, "Additional Product Terms"). For AT&T government customers on a Qualified Agreement: Any Additional Product Terms not allowable under applicable law will not apply, and the Qualified Agreement will control in the event of any conflict between the Qualified Agreement and the Additional Product Terms. May not be available for purchase in all sales channels or in all areas. Taxes, fees and other charges may apply. Coverage: Coverage is not available in all areas. Coverage is subject to transmission limitations and terrain, system, capacity and other limitations. AT&T wireless coverage maps are available at www.wireless.att.com/coverageviewer. Wi-Fi™ coverage for Product requires Wi-Fi reception and a Wi-Fi enabled device. Environmental or other factors may limit Wi-Fi coverage. Eligibility and Activation: NetMotion Diagnostics from AT&T and NetMotion maintenance ("Product"), is comprised of NetMotion Diagnostics client and server software ("Server Software"), NetMotion Mobility client and server software ("Server Software") and web console for optional Network Access Control and Analytics modules. Additional hardware, software, services and or network connection may be required. Additional charges and other restrictions may apply. Offer subject to change. All license and maintenance fees are non-refundable.