Vodafone Secure Device Manager

Please Note

Apple APNS cert and set-up is included as part of purchased set-up from Vodafone and is required for Apple deployments.

If you choose to opt for self set up please agree in advance directly with Vodafone.

Please Note separate End User Licence from AirWatch will also require customer acceptance on the VSDM portal

Service Availability

99.9% Outside of Maintenance windows the service is available 24x7x365 via the web portal

Maintenance Window Notification

Communication Method of Maintenance Windows will be communicated via email to the email address provided by Customer

Support

Calls are handled by the Vodafone Care team during normal business hours (Mon to Fri excl bank and public holidays). Contact number for Business customers is Freefone 1907 and email is businesscare@vodafone.ie

Contact number for Corporate customers is 1800 287 288, email is optimaplus.ie@vodafone.com.

Contact number for Government Corporate customers is 1800 808 888, email is govcare.ie@vodafone.com

Portal details

https://mdm.vodafone.ie

Available Support Levels

VSDM is available with two levels of support. These are Standard Service and Premium Service. A customer must avail of a single tariff type on a single customer number. Customers cannot mix Standard and Premium tariffs on a single customer account number.

Standard Service- Performance Support

- Policies not enrolling (Polices in VSDM determines what the phone can and cannot do, if they are not enrolling correctly it means the phone is not being properly managed)

- Devices not seen (Devices not seen, means that the VSDM platform has not seen the device for over a pre-agreed time, this can be caused by numerous issues including out of coverage, data issues, policy issues, power issues etc)

- Non compliant devices (Means any device that falls outside of the pre agreed security framework for that client e.g. jailbroken device, blacklisted apps etc)

- Restrictions enforced (Means all pre agreed restrictions that are to be enforced within the policies)

- Hosted SaaS Portal issue, includes performance issues, slow, down (Means any issue that affects the VSDM portal)

Premium Service

In addition to the Standard Service Performance Support above the customer will get additional Administration support on the Premium service.

- Lock devices (We send a command over the air to the device that causes the device to lock instantly, even if a user is using the device at the time, by locking the device it means that the user would need to re-enter their Pass-code to unlock the screen)

- Clear & Reset Pass-codes on devices (We send a command over the air that clears the Pass-code on the device in the event a user had forgotten their Pass-code, the Pass-code will be cleared but the device will prompt the user to reset their Pass-code to as per the corporate IT policy, e.g. 4 characters long/alphanumeric etc

- Wipe devices (We send a command over the air to the device that will complete wipe the device (factory reset) as if it's just come out of the box. All data on the device will be erased. All Corporate/Personal data will be erased from the phone and once wiped the device will no longer be manageable by Vodafone until its re-enrolled again using the standard enrolment process)

- Un-enrol devices (We send a command over the air which means that all corporate resources that were enabled on the device e.g. email, calendars, contacts, vpn, wi-fi etc will all be removed from the device. The users phone, once un-enrolled, will no longer be manageable by Vodafone until its re-enrolled again using the standard enrolment process). This leaves the phone as it were before it was enrolled in VSDM

- Policies created, agreed and pushed out (Agree, create and push out policies that will determine what the users devices can and cannot do)

- New enrolment of devices (Perform the first initial enrolment of the device so it comes under management of the VSDM platform)

- New locations & groups added, modified & deleted (Locations, Groups etc determine the structure of how the business is setup and determines what users can and cannot do)

- User roles added, modified & deleted (Users are created and agreed and this determines what the user can do within the VSDM portal, this can be completely restricted e.g. all they can do is lock a device right up to full admin access whereby they can perform any function within the portal)

- User roles added, modified & deleted (Users are created and agreed and this determines what the user can do within the VSDM portal, this can be completely restricted e.g. all they can do is lock a device right up to

full admin access whereby they can perform any function within the portal)

- Batch import of devices (Batch import allows hundreds / thousands of devices to be imported via a batch csv file to be imported automatically into the VSDM platform, this reduces the manual input of data by end users during the enrolment process)

- Device deletions (Devices completely removed from the system so there is no historical data on the device, this would be used for employees who have left the business)

Standard customers who wish to upgrade to the Premium service must have successfully completed devices initial enrolment and setup on the Managed Mobility portal themselves otherwise they must purchase 'initial portal service setup'. This upgrade to the premium service is for on-going maintenance and changes to the customer's profile in situ and does not include the initial enrolment and setup which must be purchased.

Terms and Conditions of Service

Secure Device Manager (VSDM) for Vodafone business subscribers

The Secure Device Manager solution supplied by Vodafone provides a comprehensive Smartphone and mobile fleet solution that encompasses deployment, security, monitoring, management and support.

- Customers must set up a single stand alone customer account number for their VSDM service. Their VSDM service details must remain on this account. It will be possible to remove or add additional licenses to the account as required by the Customer.

- The VSDM service must be used in conjunction with an appropriate data tariff. Data connectivity via minimum (3G) to the device is required to deploy/change policies, lock, wipe and other key functions of the service on the device

- The Vodafone VSDM Service is available only to post-paid account holders of Vodafone and who are subscribed to a qualifying Vodafone VSDM tariff (as determined by Vodafone from time to time) ("the Tariff"). The Tariff is configured for a certain number of devices on an account but is not tied to a specific subscriber number. There is no mobile data allowance with these tariffs

- Vodafone reserves the right to withdraw the VSDM Tariffs either generally or in respect of any particular Customer at any time and to vary or amend any element of the tariffs at any time without further notice. These terms and conditions may be varied or amended for any valid commercial, technical or operational reason.

- Vodafone reserve the right to apply the most appropriate tariff and/or disconnect the Vodafone VSDM Service, with or without further notice to the customer if the customer has a profile on the VSDM infrastructure and does not have a corresponding tariff. The exact tariff to apply may be determined by the customer's status profile on the VSDM infrastructure.

- In addition to the terms and conditions set out above in relation to use of the VSDM tariffs, the VMware/Airwatch EMEA End User License Agreement standard terms and conditions associated with the use of VSDM from Vodafone will also apply to use of these products and services.