



**NETMOTION®**

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# Takeaways for the team! What's the Business Value?

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- Visibility, visibility, visibility – performance monitoring fleet-wide to a single device
- Identify mobile performance issues
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- Monitor the performance and throughput of your carrier & Wi-Fi networks
- Identify performance issues with individual access points
- Identify data leakage to rogue nations
- Identify users accessing Wi-Fi without encryption
- Locate lost mobile devices
- Alert when conditions break Key Performance Indicators
- Feed the data to other business units, SOC, or NOC teams.
- Device, Network and Application (Premise, Cloud, Hybrid) independence
- Measure Manage and Secure

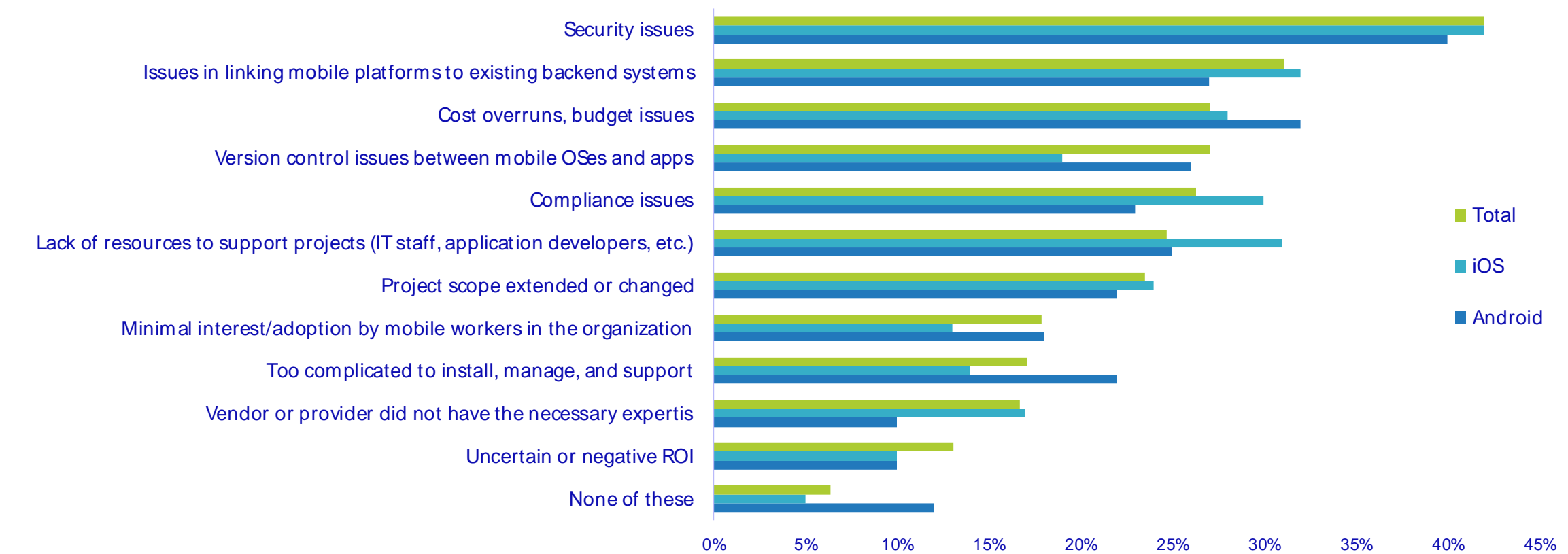
# Future of the workforce, recruit, retain, grow

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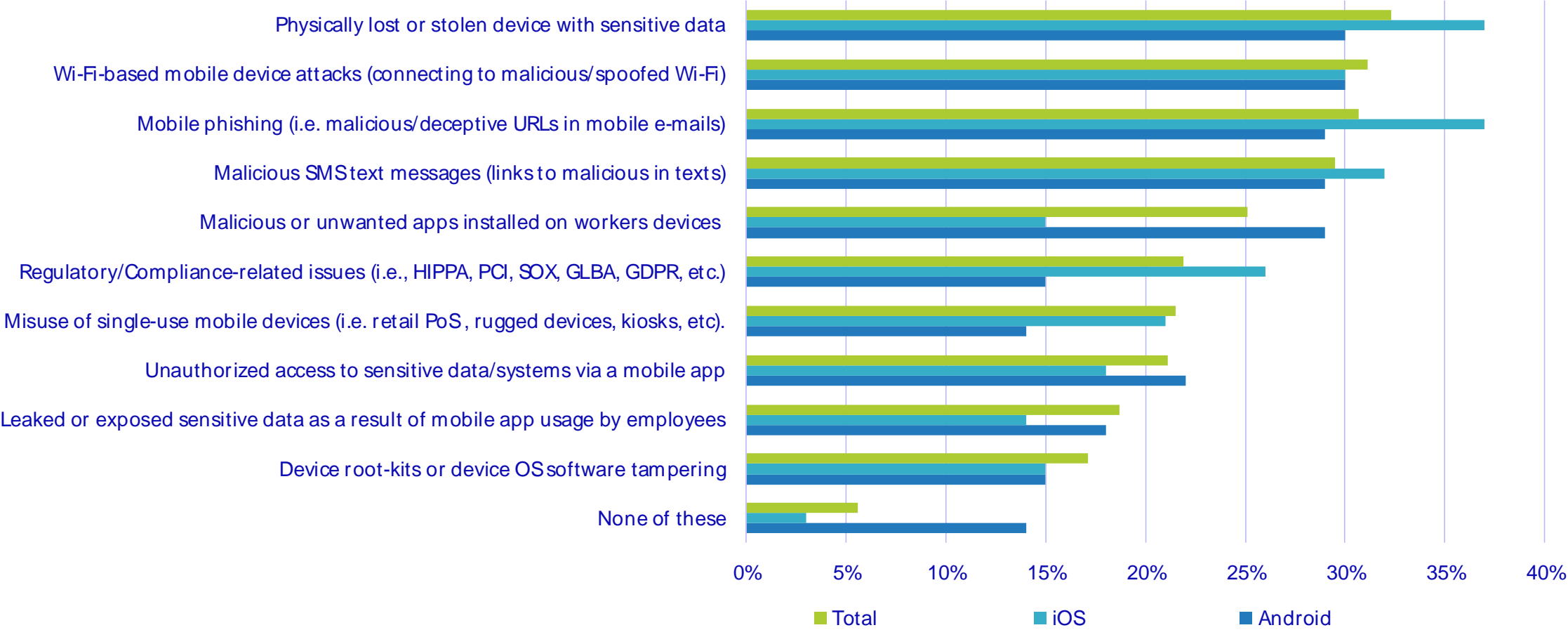
- Highly competitive market for talent
- Collaboration tools are driving the “always on” experience
- Location independence from wired network investments
- Hotels, shared work space, client locations, home office, remote offices
- Device selection independence: tablets, laptops and multiple OS
- Mobile devices and user experience with key applications is driving “job satisfaction”
- Consistent Application performance across diverse platforms is challenging
- Security is the number one priority of IT and Senior Leadership
- Usability is the number one priority for employees
- Metrics from the device to support both are the key

Security is the top mobility challenge most enterprises face, followed by integration, cost overruns, and version control issues between apps and devices. Android- and iOS-heavy firms have varying levels of

Which of the following mobility technology deployment issues has your organization experienced?



Lost devices are still the most-frequent security incidents businesses face, followed by Wi-Fi-based threats and mobile phishing. Organizations with majority-iOS devices saw more device theft/phishing; Android-heavy shops saw more malicious SMS and malicious apps.



“By 2018, 40% of all internal support tickets will be related to mobile devices.”

Van Baker  
Research VP

**Gartner**<sup>®</sup>

# Mobile Environment Trends Today

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## Mobile Trends



Increasing # of Devices  
and Apps per user



More Real-Time Applications



100% Mobile Network Dependent

## Problems / Challenges



Dependency on Network Performance



Application Performance Issues



Zero Visibility Outside Firewall

## Business Impact



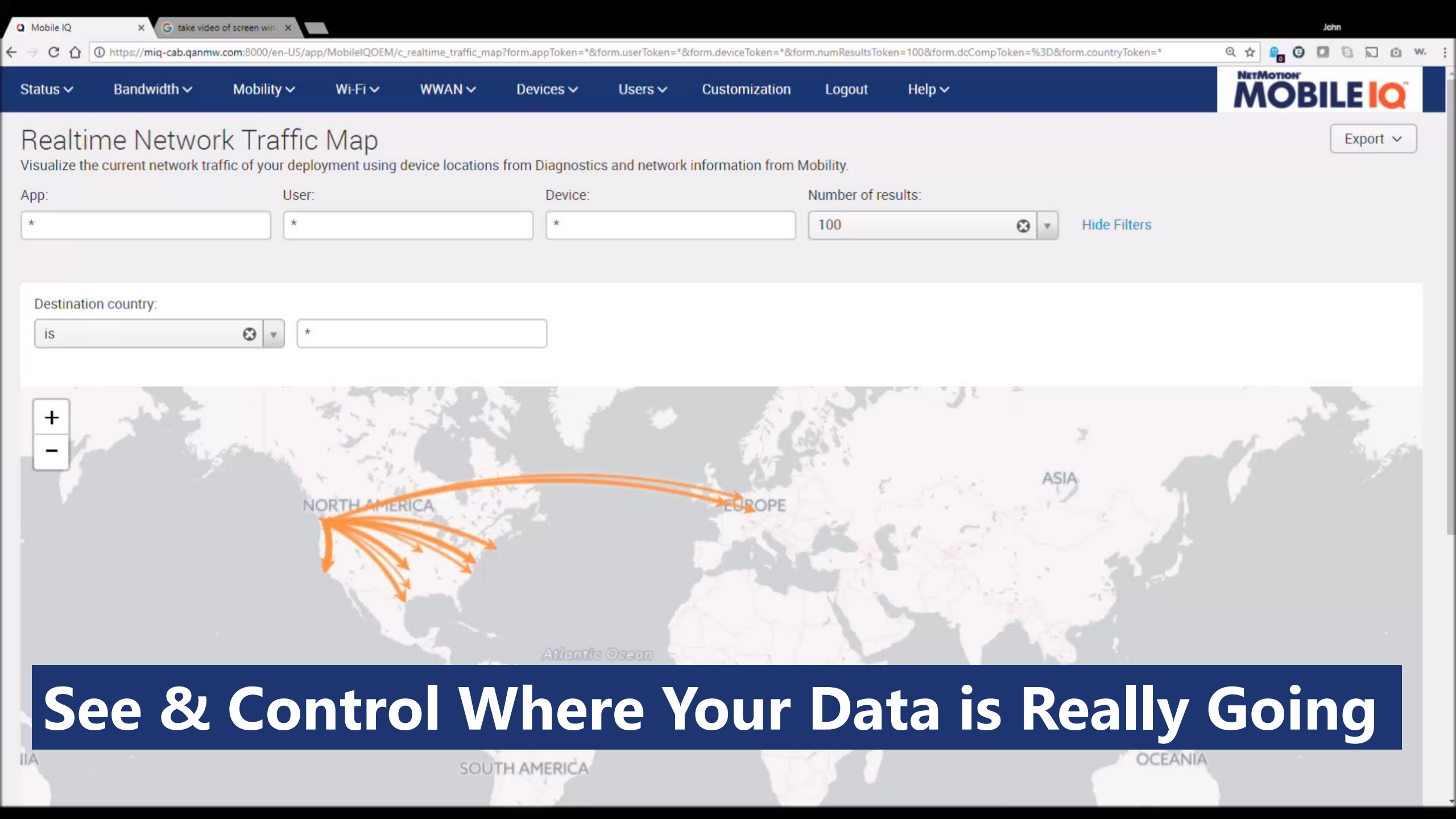
Incomplete Work



Mobile Data Cost Increasing

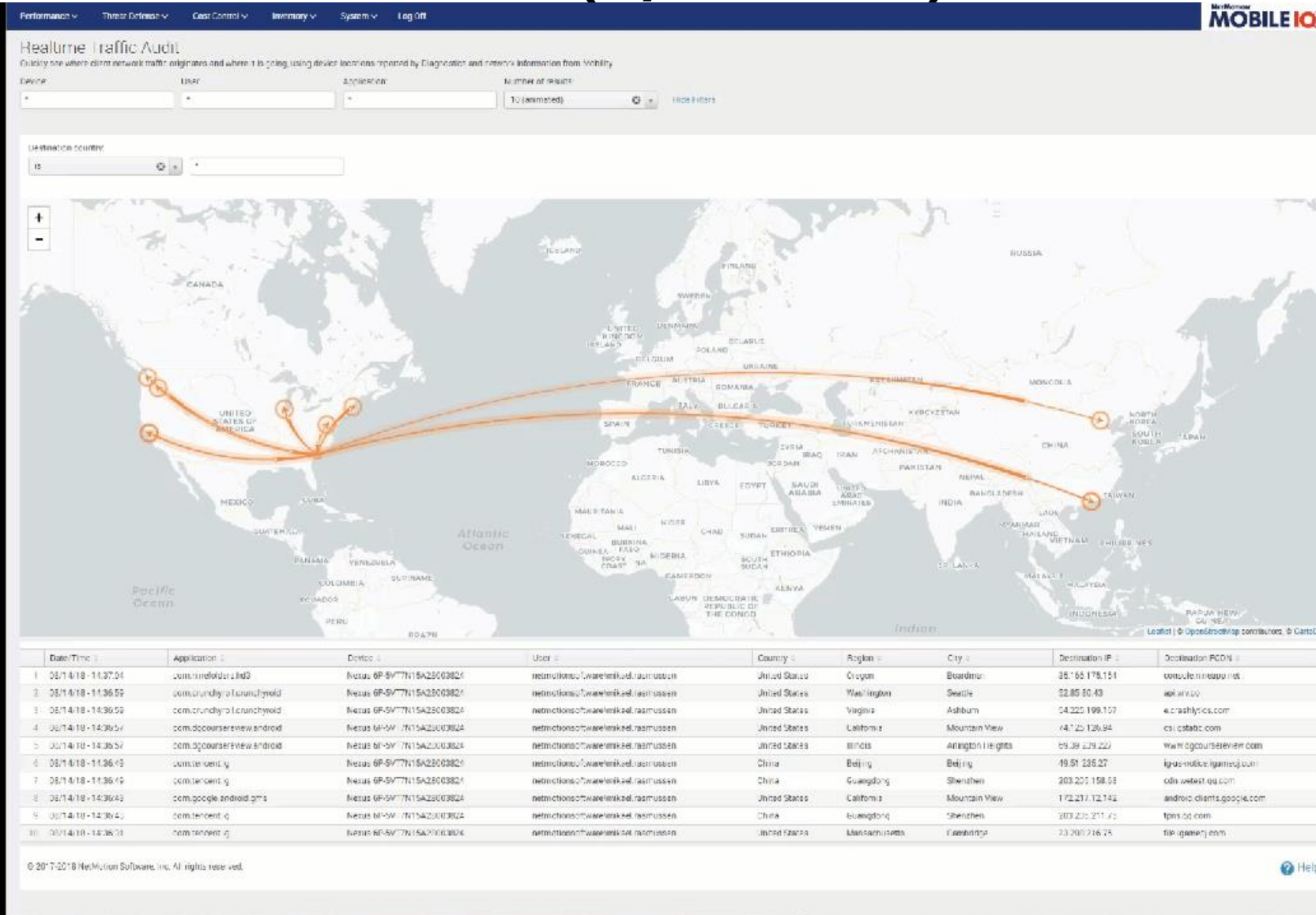


IT / Helpdesk Costs Increasing

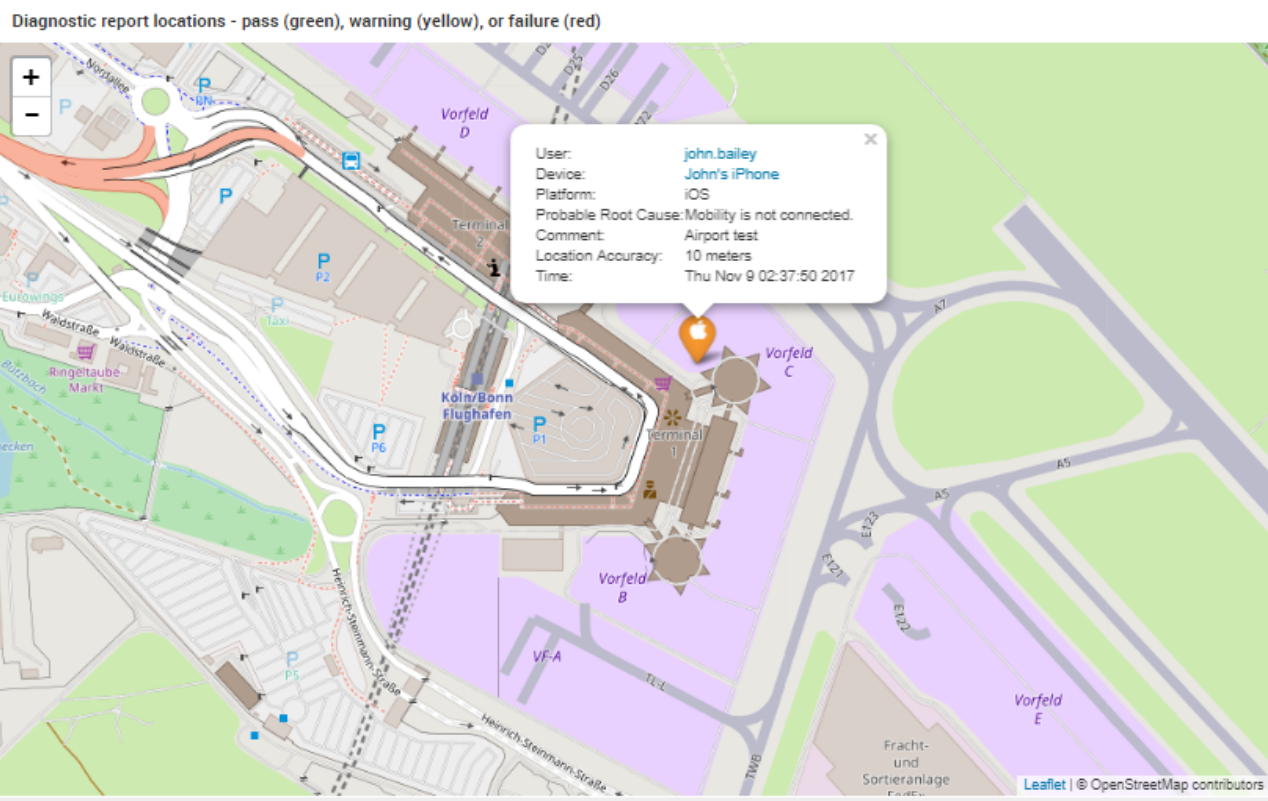




# Realtime Traffic Audit (w/user data)

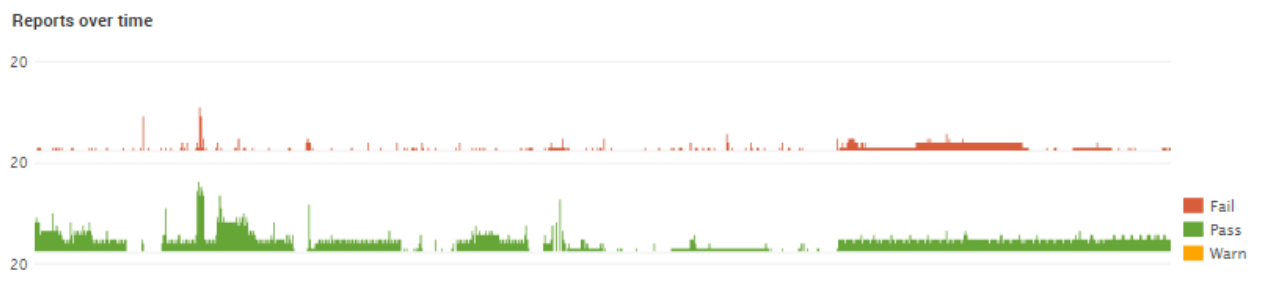


Device Based Metrics that provide IT teams KPI's Key Performance Indicators of how to support the latest device.



Failed reports

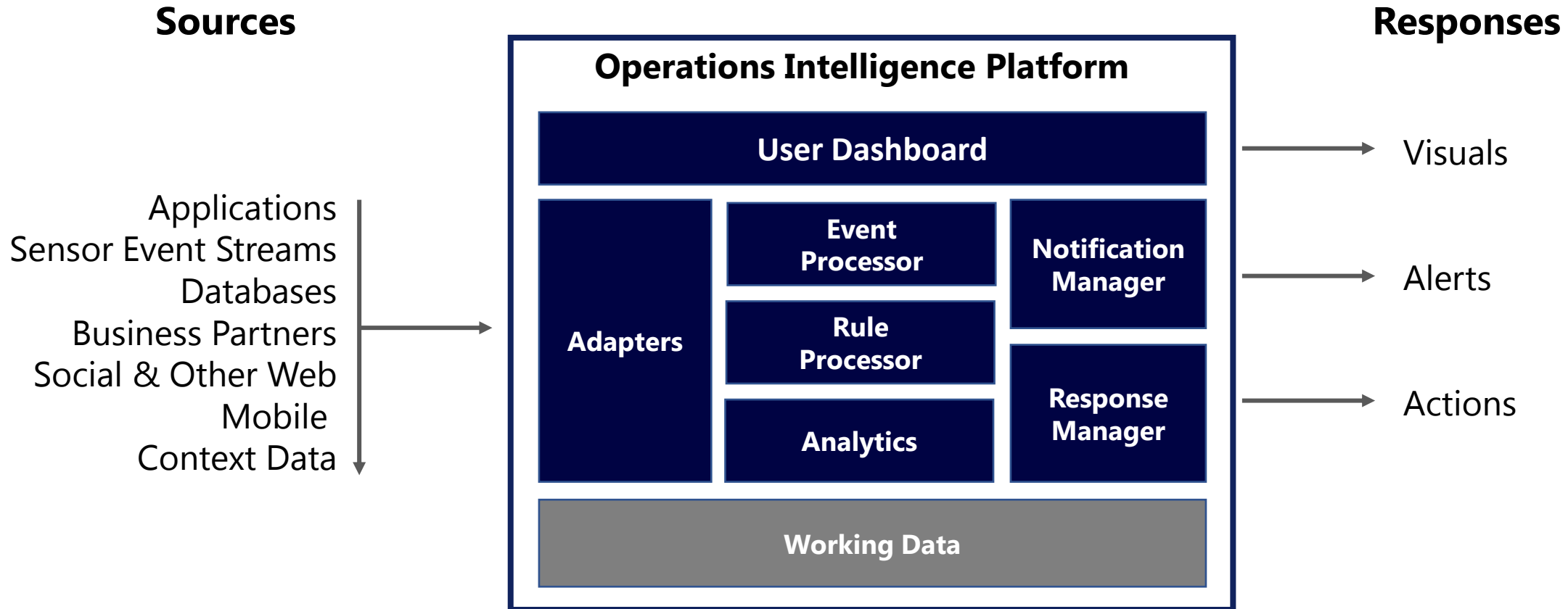
_time	User	Device	Probable Root Cause
2018-01-08 16:34:31	NMWCO\Franks	FSager-840G4	There are no connected network interfaces. Wi-Fi network adapter is disconnected.
2018-01-08 15:26:19	NMWCO\glenn.arnas	GA-LENOVO	No network interfaces have a valid IP address.
2018-01-08 13:35:52	NMWCO\Franks	FSager-840G4	Mobility cannot communicate with any of its servers.
2018-01-08 13:08:45	NMWCO\prasuna.vuragayala	VURAGAYAL-W5979	Mobility cannot communicate with its server.
2018-01-08 10:20:47	NMWCO\Jason.weber	Nexus 9-HT4CSWV0080	The web server name could not be resolved to a network address.
2018-01-08 08:01:55	NMWCO\thomas.helms	TH-MBP-W10	No network interfaces have a valid IP address.
2018-01-08 07:39:44	NMWCO\Franks	FSager-840G4	Mobility cannot communicate with any of its servers.
2018-01-08 06:37:54	NMWCO\Franks	FSager-840G4	There are no connected network interfaces. Wi-Fi network adapter is disconnected.
2018-01-08 06:13:24	nmwco\jims	Simpkins iPad mini 4	Internet Connectivity
2018-01-06 17:46:18	nmwco\michaels	MSNYDER-4924	The web server name could not be resolved to a network address.
2018-01-06 11:35:30	nmwco\michaels	MSNYDER-4924	The web server name could not be resolved to a network address.
2018-01-06 09:39:38	NMWCO\Franks	FSager-840G4	Mobility cannot communicate with any of its servers.
2018-01-05 19:49:19	nmwco\michaels	SM-G950U-9887bc473250344b34	Network activity is being redirected; web browser authentication may be required.
2018-01-05 09:56:52	Prasuna.Vuragayala	VURAGAYAL-W5979	No network interfaces have a valid IP address. Wi-Fi network adapter is disconnected.
2018-01-05 08:59:34	nmwco\michaels	MSNYDER-4924	Mobility cannot communicate with its server.
2018-01-05 08:21:00	nmwco\michaels	MSNYDER-4924	Mobility cannot communicate with its server.
2018-01-05 07:42:26	nmwco\michaels	MSNYDER-4924	Mobility cannot communicate with its server.
2018-01-05 07:04:05	nmwco\michaels	MSNYDER-4924	Mobility cannot communicate with its server.
2018-01-05 06:25:42	nmwco\michaels	MSNYDER-4924	Mobility cannot communicate with its server.
2018-01-05 05:47:20	nmwco\michaels	MSNYDER-4924	Mobility cannot communicate with its server.



Probable root causes

Probable Root Cause	Count
Mobility is not connected.	850
Mobility non è connesso.	73
Mobility cannot communicate with any of its servers.	61
There are no active network interfaces.	49
Mobility cannot communicate with its server.	10
Internet Connectivity	7
Web server responded but ping failed.	6

# Gartner Operational Intelligence Framework



Source: Market Guide for Operational Intelligence Platforms, Gartner 2016

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# About NetMotion

Founded in 2001

Headquartered in Seattle

Global offices in London & Japan

97% customer retention since 2001

91 Net Promoter Score

20+ mobile patents