**SAP Solution Brief**
SAP Services

SAP Consulting

# A Fast Track to Best Practices in Device Management

## Quick Facts


### Summary

Supporting a mobile workforce with new enterprise applications requires software that you can use with devices that meet your IT standards and policies. The SAP® Afaria® mobile device management solution provides such support in a single-server environment. The SAP Consulting organization can help you install and configure SAP Afaria quickly and cost-effectively. We provide the knowledge, environment, and materials to build a development mobile landscape in just five business days.


### Business Challenges

- Effectively manage enterprise and personal mobile devices
- Control access and enforce policies for enterprise devices
- Streamline application deployments and updates
- Quickly deploy new mobile solutions
- Create documentation and architecture for new applications and devices
- Reduce time and resources needed for an enterprise mobile landscape

### Key Features

- **Targeted service package** – Streamline SAP Afaria installation and setup
- **Preinstallation consultation** – Accurately prepare for your installation
- **Best practice guides and documentation** – Accelerate on-site deployment and staff training for future deployments
- **Postinstallation configuration** – Use SAP Afaria with specific mobile devices
- **Deployment of existing mobile application** – Get up and running on five devices
- **Documentation bundle and knowledge transfer** – Simplify handing over information to your internal staff

### Business Benefits

- **Reduce implementation time and cost** by leveraging SAP expertise and predefined content and services
- **Resolve ongoing technical and development issues** with direct support from the SAP Services organization
- **Maximize benefit from SAP Afaria** with core product knowledge
- **Centrally manage your mobility infrastructure** with a single-server environment
- **Add and manage additional devices** using documentation, screenshots, and procedural guidelines

### For More Information

Call your SAP representative or visit us at www.sap.com/services/mobile.

Managing mobile applications and devices from a single platform can make your mobile program more agile, more secure, and less costly. It gives you greater control over information that resides outside your secure enterprise network of personal computers and laptops – on devices that can fall into the wrong hands or leave with departing employees. A single platform also makes it easier to support new hires who arrive with new types of devices and adapt to future business initiatives.

## MANAGE AND SECURE MOBILE APPLICATIONS AND DEVICES

The SAP® Afaria® mobile device management solution provides a single-server environment to help you manage and safeguard your data and mobile applications and address potential virus threats. A proven, secure, and centralized platform helps you centrally deploy applications on your devices. You also get support for securing devices – from data encryption, password policy, and administrative lockdown to device wipe and remote virus applications and definitions. Support for device management includes help with encryption policy enforcement, configuration, patch management, roaming controls, asset visibility, content and data management, logging, and audit trails.

An evaluation service from SAP Consulting enables faster, more cost-effective implementation of SAP Afaria to help you streamline, manage, and scale your mobile initiatives. We provide the knowledge, environment, and materials you need to build a landscape for mobile development in just five business days.

We can help you determine what you require in a new landscape or what you need to change the landscape you have. We can help you choose optional software components based on the devices you want to use and other requirements.

You get help with building, installing, configuring, testing, and demonstrating SAP Afaria in a single-server landscape for iPhone, Android, or BlackBerry devices. Our comprehensive evaluation service simplifies and streamlines the implementation of your new software by helping you identify the most appropriate SAP Afaria components, third-party components, and related prerequisites. Experienced consultants handle all documentation and knowledge transfer to give your IT team the skills and expertise they need to use SAP Afaria on a larger scale as your mobile device needs evolve.

## RAPIDLY DEPLOY AND TAKE CONTROL OF SAP AFARIA

The evaluation service for SAP Afaria provides both on-site and remote support from a dedicated SAP consultant. Key features of the service include installing the server for SAP Afaria, deploying an existing mobile application, and delivering the architecture documents and implementation guidelines necessary for deploying and managing the server.

At the conclusion of the engagement, your IT staff will be better prepared to manage the core phases of deploying, securing, and managing applications for a particular type of mobile device. They'll have in-depth understanding of the skills, software components, and hardware configurations needed to leverage a mobile environment at the enterprise level.

Our consultant serves as your central contact throughout the implementation and works with you on project management, project coordination, and preparation for on-site meetings. The following tools help you rapidly install and configure SAP Afaria in your existing landscape:

- Clearly defined prerequisites for installing SAP Afaria on the Apple iOS mobile operating system
- A sample SAP Afaria implementation project plan
- A sample SAP Afaria single-server landscape document
- A step-by-step installation "cookbook" for your database
- A clear description of your postinstallation configuration
- Well-defined topics for knowledge transfer

The service is delivered over five days in three phases: preparation, on-site installation, and closure.

### Preparation and Validation of Installation Prerequisites

During the preparation phase, you get a detailed list of infrastructure requirements – such as network ports and servers. You will also be given instructions for preparing your devices.

Conference calls with the SAP Consulting team during the preparation phase help you validate the server software, hardware, network and third-party software, licenses, and technical requirements involved in the installation. You will also discuss access to your system and the IT resources that your SAP consultant will need for installation tasks such as network and infrastructure administration. These same resources will be involved in the knowledge transfer once the installation is complete.

**Installation**
At the start of the installation your SAP consultant gives a kickoff presentation that includes:

- An overview of SAP Afaria architecture
- A description of what will be built during the installation
- A list of project activities
- A discussion of requirements for coordination between your organization and SAP Consulting
- A description of what will be covered during knowledge transfer and project handover

In addition to the SAP Afaria software and database, the installation may include optional, device-specific components – such as an SAP Afaria provisioning server and certificate authority server to support SAP Afaria on iOS.

Next, postinstallation configuration is carried out on the installed software to prepare the landscape for device provisioning. Devices are then configured with functionalities that are part of the service scope, such as inventory management and application deployment. In testing the configuration, your SAP consultant will work closely with you to help you understand your new software.

When the installation is complete, your consultant will run through postinstallation and configuration steps on the SAP Afaria landscape and demonstrate deployment of the mobile application on up to five devices. The consultant will also demonstrate the use of device lock and device wipe, as well as other features.

**Closure and Knowledge Transfer**
We provide transfer knowledge to your key resources throughout the installation to help them understand and take ownership of the new software. In the closure phase, we hand over management of the new software to your IT staff in a wrap-up session that summarizes the work completed. Your staff will also receive all the documentation needed to run and maintain SAP Afaria. This documentation includes:

- SAP Afaria landscape architecture diagram
- Official SAP Afaria installation guide
- Official SAP Afaria reference manual
- *Getting to know SAP Afaria* guide
- Step-by-step guide for postinstallation configuration
- Relay server installation guide

## MAXIMIZE THE VALUE OF YOUR MOBILITY LANDSCAPE

The evaluation service from SAP Consulting provides clear deliverables that result in faster execution, lower costs and risks, a faster time to value, and greater transparency throughout the implementation process. As you incorporate SAP Afaria into your mobile device management program, you get direct support from SAP experts in resolving any technical and development issues that may arise.

Meanwhile, you're maximizing the benefits of SAP Afaria – thanks to the core product knowledge of SAP mobile device management experts available to your staff. SAP Afaria documentation, screenshots, and procedural guidelines help your people install and manage the software on additional mobile devices.

**For More Information**
The evaluation service from SAP Consulting is ideal for any organization that is using SAP Afaria for the first time and wants to enhance the management of its mobile device program quickly. Created in response to customer needs, the service is structured around best-practice expertise gained from serving customers in all regions and industries. You get the confidence and experience you need to streamline, manage, and scale your mobile device management initiatives.

To learn how SAP Consulting can help your company realize the benefits of the SAP Afaria solution, contact your SAP Services representative today or visit www.sap.com/services/mobile.

An evaluation service from SAP Consulting enables faster, more cost-effective implementation of SAP Afaria to help you streamline, manage, and scale your mobile initiatives.

www.sap.com/contactsap

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