PARTNER BRIDGE VALUE ADD SERVICES
WANDERA

INTERNAL USE ONLY

THE CHALLENGE

Boundaries

Blurred boundaries between business and personal

Appetite

Roaming and data hungry services unsettling customers

Risk

Securing mobile data and apps is becoming more critical

Mobile today: more data, but less visibility and control

54%	52%	75%+	1 in 4 users	1 in 25
Over half of all activity on corporate devices is spent on personal apps	Mobile data traffic growth between Q2, 2017 and Q2, 2018 [3]	More than three quarters of data plans are used by less than one quarter of Employees	Access an insecure Wi-Fi hotspot weekly [4]	Apps leak sensitive credentials [2]

WANDERA

Data Visibility, Control & Security

- **Wandera**
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- Wandera Features
- Wandera Benefits
- Wandera Licenses
- Wandera In-Life Support
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- Bridge Ordering Process

Wandera is designed to secure mobile devices, optimize data usage and provide controls for filtering content. These capabilities are available through two core services: Data Control and Mobile Security.

Wandera Data Control provides visibility into mobile data usage and allows IT Admins to set intelligent rules about which employees can access which apps and services, keeping tabs on mounting data usage and expenses. The solution is easy to deploy with the installation of a mobile app and a profile that reroutes mobile traffic via the Wandera gateway.

Wandera Mobile Security detects and defends against mobile threats (to corporate and BYOD devices), such as malware, phishing, data exfiltration and network attacks. Threats are prevented by blocking risky connections, intercepting threats before they even reach the target. An app is installed on the device, revealing evidence of a compromise of malicious activity on the device itself.

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Wandera App

The Wandera application provides real-time visibility for the mobile user.

The mobile user can see via the app:
- How much data they are using for domestic and roaming
- How far they are from their data cap
- The domestic and roaming data policy that has been applied, as well as any threats that have been detected on the device.

Also provides IT Admins with the ability to automate the delivery of usage or security notifications directly to employee devices.

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Wandera Mobile Cloud Gateway

When a mobile user connects their device to the internet, using a cellular or Wi-Fi connection, the data passes through the Wandera Mobile Gateway before reaching the intended destination.

This allows IT Admins to get full visibility of which devices are accessing which services, where they are, and when they're being used.

The Mobile Gateway can block connections as they happen – preventing access to adult content, stopping a phishing attack or repelling a malware download before it even reaches the device.

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Say hello to
MI:RIAM
Wandera's mobile intelligence: a real time insights & analytics engine

EMM CONNECT

WANDERA

CONNECT MDM + GATEWAY

ZERO-TOUCH DEPLOYMENTS

AUTOMATE CONFIG CHANGES

REAL TIME POLICY
ENFORCEMENT

Wandera MI:RIAM (Mobile Intelligence: Real Time Insights and Analyst Machine) Intelligence Engine:

MI:RIAM correlates the billions of daily mobile inputs and powers a unique set of advanced machine learning techniques to build up a detailed view of each mobile data request and the associated security threat.

Wandera EMM Connect:

Is an optional component of the Wandera infrastructure that connects with your EMM/MDM solution to provide additional compliance actions, as well as offering a seamless, integrated way to deploy the Wandera app.

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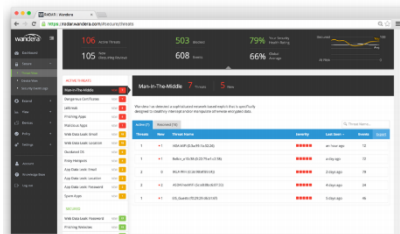
Data Visibility, Control & Security

Wandera Management Portal

Deployment, policies, service settings and reports are all managed through a single admin portal named RADAR.

Configurations include managing data usage controls including compression, blocking, capping, web filtering and security policy.

Powerful group-policy enables different settings to be applied to different devices based upon criteria of the IT Admin's choosing.

A wide range of graphical and tabular reports are available for IT Admins to review usage patterns for their mobile users. These reports are presented in aggregate across mobile devices, with the ability to drill down on a per-user or per app/site basis.

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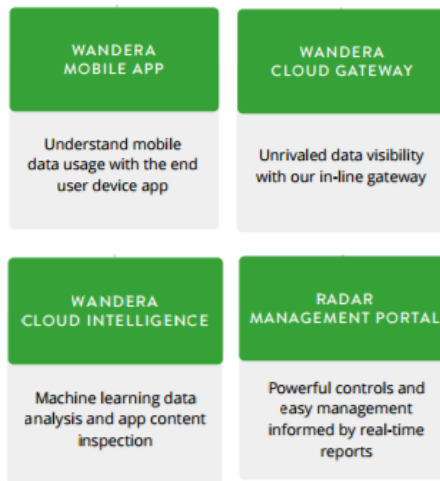Data Visibility, Control & Security

WANDERA MOBILE APP

Understand mobile data usage with the end user device app

WANDERA CLOUD GATEWAY

Unrivaled data visibility with our in-line gateway

WANDERA CLOUD INTELLIGENCE

Machine learning data analysis and app content inspection

RADAR MANAGEMENT PORTAL

Powerful controls and easy management informed by real-time reports

Wandera Data Control License Features:

- Wandera Management Portal (RADAR)
- Wandera Mobile App
- MI:RIAM Cloud Engine
- Wandera EMM Connect
- Wandera Cloud Gateway
- Roaming Control
- Data Compression
- Data Caps
- Tethering Control
- Web Content Filtering
- Data Usage Visibility

EE Offering: EMM Connect is included as standard and not at an additional cost

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REAL-TIME INTELLIGENCE

SMARTWIRE THREAT DETECTION

Wandera Data Security License Features

- Network Security Protection
- Device Vulnerability Detection
- On Device Threat Detection
- App Reputation Service
- Failsafe Encryption
- Zero-day Phishing Detection
- Data Leakage Protection
- Wi-Fi Support

Wandera Data Security is bundled with the Wandera Data Control License. It cannot be purchased as a standalone license

EE Offering: Wi-Fi Support is included as standard and not at an additional cost

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Wandera Data Control Benefits:

Data Management

Data can be managed through various features, such as data usage controls, alerts, data compression and data capping. Controls can be managed separately for domestic and roaming usage, and policies can be defined by app and by website. The policies are assigned to different groups of users and users can easily be switched between policies. Customers can configure multiple local data plans and cost rates across the different mobile operators in each country

Real-time visibility for mobile Users

A mobile user can see via the app: how much data they are using for domestic and roaming, how far they are from their data cap, the domestic and roaming data policy that has been applied, as well as any threats that have been detected on the device. The will also receive notifications that have been defined by the administrator

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Benefits to buying from EE:

Free Technical Consultancy for you and your customer

Engagement through the Partner Bridge provides you and your customer with the valuable opportunity to fully understand how the Wandera solution fits into your specific customer environment and offers the opportunity for your customer to ask questions and fully understand the benefits

Professional Technical Services

Step back and trust the EE Technical Services team to implement your customer's solution with the reassurance that the team will strive for 100% customer satisfaction

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Wandera Data Control Benefits:

Real-time visibility for IT Admins

With a real-time view into mobile data, IT Admins can itemise mobile data usage by volume, app/site, by user, by country, etc. and use advanced analytics to understand where data is consumed to gain important business intelligence on data usage. Real-time visibility of data usage by user, group and includes:

- Usage by geographic region/country
- Usage by time of day, day and month
- Usage by app and ranking of app popularity
- Usage by business and personal
- Ability to group users, or equivalent mechanism, to identify costs by cost centre

Easy Deployment

Policies, service settings and reports are all managed through a single web based management portal. Devices are added and maintained via this interface as well as through supported integrations with industry-leading EMM platforms

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Wandera Data Security Benefits:
Businesses need more than simply detecting when an attack has occurred. For effective risk management and protection against threats, it is imperative that IT Admins have meaningful visibility into how company devices are being used.

Detection - With an application on the device, Wandera continually scans the device for malware or other attacks. Wandera's security engine, compares this data with billions of other data points to uncover new, zero-day threats

Prevention - Wandera operates in the network as well as on the device, allowing IT Admins get full visibility of web activity. Coupled with powerful controls, threats can be intercepted before they even reach the device.

Containment - Once a device is compromised, attackers will then aim to infiltrate the data. Keep sensitive information secure and limit the impact of these threats by blocking the outbound connection to external control centres.

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EE offers two Wandera licencing options:

1) Data Control and 2) Data Control and Data Security

The customer contracts with EE for the Wandera service and EE facilitate the service set up. The customer will be billed on their EE airtime bill.

CSS Product Description	CSS Product Code	Product Description	Monthly Term	Quantity of licences	Monthly Charge
Wandera Data Control	WANDERA_DATA_1	1 Wandera data control licence	12 Months	1	£4.00
Wandera Data Control 10	WANDERA_DATA_100	10 Wandera data control licence	12 Months	10	£40.00
Wandera Data Control 100	WANDERA_DATA_100	100 Wandera data control licence	12 Months	100	£400.00
Wandera Data Control 1000	WANDERA_DATA_1000	1000 Wandera data control licence	12 Months	1000	£4,000.00

CSS Product Description	CSS Product Code	Product Description	Mon Term	Quantity of licences	Monthly Charge
Wandera Data and Security	WANDERA_DATA_SEC_1	1 Wandera data control and end point security licence	12 Months	1	£7.00
Wandera Data and Security 10	WANDERA_DATA_SEC_10	10 Wandera data control and end point security licence	12 Months	10	£70.00
Wandera Data and Security 100	WANDERA_DATA_SEC_100	100 Wandera data control and end point security licence	12 Months	100	£700.00
Wandera Data and Security 1000	WANDERA_DATA_SEC_1000	1000 Wandera data control and end point security licence	12 Months	1000	£7,000.00

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EE's support teams will provided second line support for the customers technical and administration resources. Wandera's technical support team will provide further technical support for our technical support team.

BPS will continue to provide standard partner support via their standard support process but if the issue relates specifically to the Wandera services then the partner should inform their customers to contact their internal IT and Admin teams prior to calls being raised with the specialist EE Wandera support team.

1st Line Support
Partner's customers help-desk or support centre will act as Level 1 support to the company users. Partner's customer IT Admin can contact Wandera technical support team directly via the RADAR portal.

2nd Line Support
EE will provide Level 2 support to the Partner's customers. The support is available business hours 08:00-18:00 GMT, Monday to Friday (Excluding bank holidays).

EE 2nd Line Support details
Support email: wandera@ee.co.uk

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What is Wandera?

Wandera provides a secure mobile gateway that allows a company to secure and compress data being sent and received from a company owned or personal device accessing company data

Why would a company use Wandera?

The Wandera service protects company mobile users from any malicious activity and guards a user's personal information. It also ensures that company mobile users stay within their data plans and protects from un-expected data-related charges, known as 'Bill Shock'

Does Wandera monitor data traffic when connected to Wi-Fi?

Wi-Fi data management is included in the Data and Security Management license. It extends the service to allow security and compliance policies to be applied to data usage over Wi-Fi. This feature will be accessible through the RADAR Portal. RADAR reports will allow you to select both Cellular (Domestic & Roaming) and Wi-Fi usage separately within the filter options. From an end user experience perspective, the mobile experience is exactly the same.

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Why does Wandera need to track a users location?

Wandera doesn't track granular or specific location information. Instead it uses a mobile user's location to see if the user has entered an area outside of their local data plan. When a user is roaming internationally different settings are applied to a user's device based on roaming policy

Wandera displays a monthly allowance for data, what happens if a user reaches that allowance?

The monthly allowance is intended to illustrate the typical amount of data used by a company device for business use. This data allowances is also aligned to an agreed level of costs, for data per month. If a user reaches the limit, they are still able to use data but should be aware that the more data used, the higher the cost to the company

Can a mobile user enable tethering on their device?

Yes, based on rules identified within the mobile policy and mobile usage and reimbursement policy

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What happens if a user attempts to change or remove the Wandera app from their device?

If the Wandera app or installed profile is tampered with the device will automatically be added to the roaming profile which is a little restrictive than the domestic profile to protect from un-expected data-related roaming charges

What mobile devices are supported by Wandera?

Wandera works across more than 90% of devices including:

- All iOS devices with cellular capability including iPhones and iPads. It is recommended that devices are running iOS7.1 and above for improved location services and security fixes.

- All Samsung Android Devices of greater than Android 4.2 OS, that support the SAFE/KNOX protocol. A comprehensive list of Samsung devices is available .

- All Windows 10 Mobile version 14393.0 or later. A non-exhaustive list of compatible devices includes: Lumia 1520, Lumia 950, Lumia 950 XL, Lumia 930, Lumia 640, Lumia 640 XL, Lumia 650, Lumia 730, Lumia 735, Lumia 830, Lumia 532, Lumia 535, Lumia 540, Lumia 635 1GB, and HP Elite x3

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WHO	ACTION
Partner	Raises opportunity via BPST
Account Manager	Receives request form and creates opportunity within SF.com
Account Manager	Arranges consultation call with customer, partner & tech pre-sales
All	Holds consultation call
Tech Pre- Sales	Recommends service by producing draft SOR (Statement of Requirements) & sending to customer, partner and Account Manager
Partner	Obtains service pricing by logging into BPST and selecting their customer proposal. selects products from list and raises DA request
Tech Pre-Sales	Finalises SOR and uploads into SF.com for customer signature
Partner	Logs into BPST, Bridge and generates contract for customer proposal & submits for customer signature
* Partner	Places order via BPST
Tech Pre-Sales	Hands over project to Delivery/PM & sends hand off email to customer & partner
Tech Delivery	Arranges & holds scoping call with customer and partner. Agrees install date
Tech Delivery	Delivers & tests service. Obtains customer sign off

*For full Partner Bridge Steps and Responsibilities please see the Partner Bridge Mobile Iron and Data VPN folder within Sales Tools on the Partner Portal

NEED TO FIND OUT MORE:

For more information and access to Wandera sales tools:

Please visit your EE partner portal and head to the Partner Bridge folder, within the sales tools area:
www.eepartnerportal.co.uk

THANKYOU