

Mobility Services Platform (MSP)

MANAGEMENT SOFTWARE/APPLIANCE

Powerful single point of control for your entire enterprise mobility solution

Easily manage your entire enterprise mobility solution with an unprecedented single point of control for your mobile devices, mobile applications and wireless network infrastructure. An intuitive Web-based interface provides convenient and flexible anywhere, anytime management. And a comprehensive set of features enables full lifecycle management, allowing you to easily deploy, monitor, track and transition all your devices — from mobile computers and bar code scanners to access points, wireless switches and access ports.

Rapid deployment tools

Out-of-the-box staging and deployment of new devices is fast and easy with MSP. Mobile computers and wireless infrastructure are easily discovered and categorized. Automated templates enable instant configuration and launching of devices, complete with the appropriate software. Initial deployment time for thousands of devices is reduced from months to minutes. Ongoing provisioning of mobile devices and network infrastructure with software updates (including operating system, firmware and applications) is reduced from weeks to minutes.

Day-to-day management tools

Quickly and easily identify, resolve and prevent hardware and software issues across your entire mobility solution with comprehensive fault management features and end-to-end real-time monitoring capabilities. Peak performance of mobile computers, applications and wireless infrastructure is easily achieved through visibility of many metrics, including: mobile device battery, CPU and memory usage; application performance; and network throughput. Protect your data and wireless network from unauthorized access through robust authentication and encryption mechanisms — and the ability to quickly terminate rights for lost or stolen devices. A wide variety of reports provide robust accounting that simplifies asset management and provides many of the 'who-what-when-and-where' audit trail of management tasks. And MSP easily integrates with your current Enterprise Manager with SNMP trap forwarding.

Remote end-user support capability

MSP's Remote Control feature provides the information you need to quickly and easily resolve end-user issues with malfunctioning devices and wireless applications as well as wireless network connectivity. Complete visibility into devices and applications enables your support center to rapidly troubleshoot problems, minimizing workforce downtime — and increasing productivity. And training your remote end-users is simple and cost-effective with the ability to literally control the device.



FEATURES

BENEFITS

Centralized management for enterprise mobility solutions: single Web-based interface for mobile devices, wireless infrastructure and mobile applications

Powerful anytime, anywhere single point of control dramatically simplifies deployment, management and support; reduces operational costs and TCO

Full support for Symbol wireless network infrastructure: wireless switches and access ports; access points

Simplifies and centralizes control and management of combination first and second-generation WLAN networks

Broad mobile device support: expanded Symbol and non-Symbol devices, including: Pocket PC, Palm, Windows CE, CE .NET, Windows 2000/XP/NT

Provides simplified management for enterprise mobility solutions that include Symbol and non-Symbol devices

Rapid deployment and distributed software management: automatic update of application, firmware, and operating system

Fast, simple and cost-effective remote updating of mobile devices from a single centralized location

Push and pull deployment capability: flexible, dual-mode software provisioning

Scheduling of software updates at optimal times for remote locations with slow WAN connections

Security: authentication support: Kerberos, EAP-TLS, PEAP; encryption support: WEP, WPA-PSK(TKIP); lockdown of lost devices

Enterprise-level security protects data and network from unauthorized access

Scalability: two form factors — MSP Lite (up to 2,000 mobile devices); MSP Enterprise (up to 5,000 mobile devices)

Deployed separately or in combination for complete flexibility and scalability

Extensive reporting: out-of-the-box management reports plus custom report design

Complete flexibility to monitor by device type, site and advanced analytics

MSP solution components

The major components of MSP are:

- **MSP Appliance:** Available in two versions, the MSP Server is a pre-configured rack mount appliance that is up and running in minutes. MSP Lite supports up to 2,000 mobile devices and MSP Enterprise supports up to 5,000 mobile devices. MSP Servers can be used individually or in combination to manage very large distributed environments.
- **MSP Console:** A Web-based user interface that provides anywhere, anytime management of your entire enterprise mobility solution.
- **MSP Agents:** Resident on mobile devices, these software agents collect a wide variety of monitoring information from your mobile devices and wireless infrastructure, such as battery level, network statistics, CPU utilization and configuration information.

Enterprise scalability

From hundreds to thousands of devices, MSP provides a scalable platform that streamlines management. IT staff productivity is increased. Downtime of your mobile devices and wireless network is reduced. And your operational costs — and overall total cost of ownership (TCO) — are reduced.

Services for a more successful mobility solution

Symbol offers a full suite of services, delivered through a four-phase methodology that includes complete planning and assessment, analysis and design, mobility implementation and ongoing support for the seamless deployment, management and continued support of your mobility solution.

For more information on MSP, contact us at +1.800.722.6234 or +1.631.738.2400, or visit us on the Web at www.symbol.com/msp

About Symbol Technologies

Symbol Technologies, Inc., The Enterprise Mobility Company™, is a recognized worldwide leader in enterprise mobility, delivering products and solutions that capture, move and manage information in real time to and from the point of business activity. Symbol enterprise mobility solutions integrate advanced data capture products, radio frequency identification technology, mobile computing platforms, wireless infrastructure, mobility software and world-class services programs under the Symbol Enterprise Mobility Services brand. Symbol enterprise mobility products and solutions are proven to increase workforce productivity, reduce operating costs, drive operational efficiencies and realize competitive advantages for the world's leading companies. More information is available at www.symbol.com



Corporate Headquarters
Symbol Technologies, Inc.
 One Symbol Plaza
 Holtsville, NY 11742-1300
 TEL: +1.800.722.6234
 +1.631.738.2400
 FAX: +1.631.738.5990

For Asia Pacific Area
Symbol Technologies Asia, Inc.
 (Singapore Branch)
 Asia Pacific Division
 230 Victoria Street #12-06/10
 Bugis Junction Office Tower
 Singapore 188024
 TEL: +65.6796.9600
 FAX: +65.6337.6488

For Europe, Middle East and Africa
Symbol Technologies
 EMEA Division
 Symbol Place, Winnersh Triangle
 Berkshire, England RG41 5TP
 TEL: +44.118.9457000
 FAX: +44.118.9457500

For North America, Latin America and Canada
Symbol Technologies
 The Americas
 One Symbol Plaza
 Holtsville, NY 11742-1300
 TEL: +1.800.722.6234
 +1.631.738.2400
 FAX: +1.631.738.5990

Symbol Website
 For a complete list of Symbol subsidiaries and business partners worldwide contact us at:
www.symbol.com
E-mail
info@symbol.com

MSP Specifications¹

	MSP Server – Enterprise	MSP Server – Lite
Physical Characteristics		
Rack Units:	2	1
Dimensions:	3.36 in. H x 17.5 in. W x 27.48 in. D/85.4mm H x 443.6mm W x 698mm D	1.69 in. H x 16.93 in. W x 20 in. D/43mm H x 430mm W x 508mm D
Weight:	62 lbs/28.12 kg	28 lbs/12.7 kg
Electrical		
Heat Emissions:	2200 Btu/hour; 645.2 watts	850 Btu/hour; 250 watts
Sound Emissions:	48 dBA	48 dBA
Voltage:	90-137 AC; 180-265 AC	100-127 AC; 200-240 AC
Power:	514 W	450 W
Power Supply:	Redundant hot-swap	Single
Fans:	8 Redundant hot-swap	8
Performance Characteristics		
Max. Mobile Devices Supported ² :	5,000	2,000
Max. Remote Sites:	5,000	2,000
Processor:	Two 2.8 GHz Intel Xeon™	One 3.2 GHz Intel P4 Prescott™
Memory:	2 GB SDRAM	1 GB SDRAM
Hard drive:	Dual mirrored 73.4 GB Ultra320 SCSI (RAID 1)	Dual 36.4 GB SCSI
Ethernet ports:	Dual Gigabit 10/100/1000	
Software Environment		
Protocols:	SNMP, WNMP, HTTP, HTTPS, FTP, TFTP, SSL, SSH, DHCP	
Wireless Authentication:	Kerberos, EAP-TLS, PEAP	
Wireless Encryption:	40bit WEP, 128bit WEP, WPA-PSK (TKIP)	
User Interface:	Web-browser based (XHTML 1.0, CSS 2.1, Javascript), Portal user Interface (JSR 168)	
Regulatory		
RMI/RFI:	FCC Part 15 Class A, ICES-003 Class A, EU EMC Directive 89/336/EEC Class A, UK NS/G/1234/J/100003 approval, Australia Class A, New Zealand Class A, Taiwan Class A, China Class A, Japan VCCI	

¹ Product specifications apply to MSP v2.0.1 or later.

² Exact number of devices supported will vary based on collection profile and network environment.



MSP - 08/05