



## Service Announcement

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**September 25, 2014**

**TO:** CTS Customers

**FROM:** Lance Calisch  
Messaging Service Owner

**SUBJECT:** Mobile Device Management (MDM) Service

CTS is announcing the implementation of a new service, Mobile Device Management or MDM. This service will go live on October 1, 2014.

Mobile devices are proliferating in the enterprise at an exponential rate. Mobile computing provides real business benefits, however accessing corporate resources from a mobile device can introduce a significant threat to corporate security. With the growing number of device models, platforms and operating system versions available, customers are facing new and complex mobility management challenges.

CTS provides a Mobile Device Management (MDM) service that enables businesses to address challenges associated with mobility by providing a simple, efficient way to view and manage all devices from a central administrative console. Our solution enables you to enroll devices in your enterprise environment quickly, configure and update device settings over-the-air, and secure mobile devices.

### Key Features:

- Enforcement of OCIO Security Standard
- Enterprise Active Directory integration
- Self-service portal for password resets
- BYOD - supports separation of private from corporate content
- Multi-tenant design – agencies can administer their own devices
- Cloud implementation – minimal infrastructure investment

### How do I find out more?

Additional documentation including a Customer Implementation Guide is available on the CTS [ASK](#) site. If you have additional questions or comments, please send an email to the CTS Service Desk (ServiceDesk@cts.wa.gov) or call 360-753-2454.

How do we charge?

CTS charges \$5.50 per device per month to use the MDM service.

How do I get started?

Terms of Service (TOS) and Customer registration information is found [here](#).

For questions or comments, please contact Lance Calisch, 360-407-8914, or the CTS Service Desk, 360-753-2454.