Remote Device Management Solution
Remote MasterMind™ is Honeywell's comprehensive solution for companies looking to secure, manage, update, and remotely troubleshoot their mobile computers.
You have a mix of corporate-owned mobile devices in locations all across your enterprise. They are constantly on the move or situated in remote locations, and are critical to supporting your employees’ work activities. They make your business operations effective, your business more efficient, and your customers more satisfied. However, the process of managing those devices — keeping the software up-to-date, dealing with multiple operating systems, ensuring proper configurations, ensuring adequate security protections are in place — is time consuming, expensive, and prone to errors. What if you could manage all of these functions on any device within your network, from anywhere in the world, at any time you choose? That’s the power of Remote MasterMind.

Introducing Remote Device Management
Remote MasterMind enables you to manage ruggedized mobile devices from Honeywell and many other original equipment. You will manage your devices utilizing a common user interface with a consistent set of features and capabilities, reducing the need for training and eliminating manual processes. You will have a single tree-view of all managed devices, logically arranged and mapped to the geography or operational groupings you define. This speeds your ability to locate specific problems and quickly identify if a larger potential problem looms. Since Remote MasterMind is licensed at the device level, you only purchase what you need.

No Compromises
With Remote MasterMind you will have a solid set of features to manage your ruggedized Windows Mobile and CE devices.

A Lower Total Cost of Ownership
Remote MasterMind automates and simplifies many of the routine tasks associated with your mobile device deployments. It allows you to configure your devices, provision software, and set usage parameters, without touching the physical device or disrupting end users. Once deployed, Remote MasterMind allows you to update settings and software, and provides constant visibility to the operational health and performance of your devices. If an issue does come up, your call center agents can quickly access the device remotely in order to diagnose and resolve the issue, improving uptime and protecting user productivity.

By minimizing the manual labor, travel, and other expenses associated with managing remote devices, Remote MasterMind can significantly reduce your total cost of ownership. According to a recent VDC study, you can reduce your mobility costs by as much as 83%, saving you up to $1,100 per device over a typical five-year lifecycle.

Savings Throughout the Device Lifecycle
Remote MasterMind provides unprecedented value throughout the product lifecycle, from the initial staging of new devices to the redeployment of existing assets to the final decommissioning and upgrading of your technology. With the Remote MasterMind client running on your new devices, preparing them for initial use is fast and easy. Rather than configuring each device independently, Remote MasterMind lets you create profiles that define how and where the device is to be used. From there, you simply create “packages” that contain the applications, settings, and configurations for each profile. With the touch of a button at a centralized location, Remote MasterMind sends these packages to your devices anywhere in the world. Within minutes, your devices are ready to use. This eliminates most manual labor and reduces the chance of human-induced errors, ensuring consistency in configurations and settings. These same capabilities also offer you the ability to leverage devices across your enterprise, relocating them whenever needed, with automatic deployment of the appropriate settings for each new location. This helps reduce your spares pool costs.

Keep Your Users Productive
For deployed devices, Remote MasterMind helps keep them operating at peak efficiency. Using group policies, you can automatically deploy software updates, new configuration settings, and data to devices in the field over any Wi-Fi® or cellular network, or anywhere within your corporate network. Our advanced compression and confirmation algorithms allow the updates to be delivered, even over slow or unstable connections. If users ever have an issue with the device, Remote MasterMind allows your call center agents to troubleshoot any device remotely. For mobility, device agents can view and work with the registry and data files, download patches, and reset parameters. They can even show the user how to operate and navigate new applications in real time to maximize productivity.

Optimize Your Device Ownership Experience with Mobile Device Metrics
Remote MasterMind delivers a rich set of standard metrics to help you provide real-time proactive issue management and reduce device and worker downtime. Remote MasterMind has been enhanced to provide automatic or on-demand tracking of additional key operational metrics on select Honeywell mobile computers. Metrics such as system performance, battery life, on/off events, keyboard and touch panel presses, time spent in a charging station, network connectivity (on or off-line) and many others collected and made available for analysis. This new functionality helps enterprises improve productivity by identifying potential training issues based on device usage. Additionally, it arms IT professionals with information they can use to more effectively troubleshoot remote devices in the field, or locate under-utilized devices that could be re-purposed.
Industry-Leading Mobility Security Features
Remote MasterMind also provides advanced security features that let you control how your devices are used and how information is accessed. These features include:

- Authentication policies using Active Directory Domino, or Generic LDAP so your end users are authenticated onto the network using the same credentials they use in the office
- Device lockdown that allows you to restrict end user access to specific applications and websites
- Application run controls that prevent restricted applications from running on your devices
- Out-of-contact device policies that when supported define actions to be taken automatically when a device has been lost, stolen, or fails to contact the server for a specified period of time
- File encryption at the kernel level encrypts data stored on the device, as well as on an SD or memory card, helping you to achieve compliance with industry regulations. Remote MasterMind uses FIPS 140-2 validated AES-256 encryption to secure your mobile data. Similarly, communications with corporate resources are encrypted using standards-based SSL communication and FIPS 140-2 certified algorithms.
- Antivirus/malware device protection as well as web filtering for Android
- Streamline certificate management and distribution
- Device feature control policies that allow you to selectively disable device hardware features, such as Bluetooth® wireless technology and cameras

Key Features
Asset Tracking
Instantly take inventory of all deployed Remote MasterMind-enabled devices and retrieve serial numbers, model numbers, firmware versions, and many other details.

- Simplifies asset reporting and depreciation
- Provides visibility into device status (on- or off-line)

Software Distribution
Distribute software updates across all supported device platforms with the click of a button or via application catalogs

- Reduces the amount of time needed to roll out new large-scale deployments
- Enables rapid deployment of urgent security updates or business critical functionality
- Helps support compliance activities in regulated environments
Configuration Management
- Make configuration changes across your multiple operating system device base with a consistent user experience.
- Instantly update the configuration of one device or thousands of devices, without making a site visit.
- Ensures correct configuration with automatic updates to reassigned and new devices.
- Device groupings allow devices to automatically configure themselves based on pre-defined criteria.
- Reduces labor costs and enables rapid deployments.

Remote Diagnostics and Device Monitoring
Monitor device health information, such as battery status, radio performance and communication errors, from any location, and remotely control a device to see exactly what the user sees.
- Speeds problem resolution and reduces the length of support calls.
- Creates baseline performance standards and uses alerts to automatically identify issues.
- Simplifies communication between end users and help desk using two-way chat.

Exclusive Access to Honeywell Device Metrics
Monitor the performance of mobile device and retrieve metrics such as scan counts, radio activity, and keypad and touch screen usage.
- Analyzes vital statistics to identify potential areas for process improvements.
- Identifies poor quality codes that hinder productivity.
- Receives proactive notification of device performance issues or failures.
- Measures device usage and locate older poor performing devices for prioritizing in refresh cycles.

Better Management of your People and Processes
Remote MasterMind also provides the tools and technologies you need to control how and where your mobile assets are being used. For example, using the locationing feature on mobile devices gives you the ability to locate and track your GPS-enabled devices anywhere in the world. With this feature, you can easily confirm the location of a vehicle of a field service worker, or track the movements of your devices and people to find greater workflow efficiencies.

These locationing features are enhanced with geofencing. With geofencing, you can define specific actions to be taken automatically whenever a device enters or leaves a predefined area. You can also identify the postal address of a device, send driving directions from the help desk and even receive live traffic condition updates.

For more information on or to download a free trial copy of Remote MasterMind 4.0, please visit www.honeywellaids.com/ReM.
**Supported Honeywell Devices**

| Mobile Computers | Dolphin® 6000, 6100, 6500, 7600, 7800*, 7800hc*, 7800 Android, 9700*, 9700hc*, 99EX*, 99EXhc*, 99GX*, 70e and Windows, Marathon, MX7, Tecton, MX8, MX9, HX2, HX3, Thor VM1, VM2, VX8, VX9, Intermec CK Series (CK3X, CK3R, CK70, CK71), CN51 (Windows), CN70, CN70e |
| Supports other OEMs including Motorola, Intermec and others | |
| Operating Systems | Mobile Devices: Microsoft® Windows® CE, Windows® Mobile |

*Enhanced device metrics supported*