

資訊科技資源中心-資訊保安工作坊

流動裝置管理- 安全有效管理流動裝置

保護訊息資產
提升同工資訊保安意識

資訊保安工作坊

2023年3月28日 (星期二)

下午2:30 - 5:30

溫莎公爵社會服務大廈 1樓禮堂



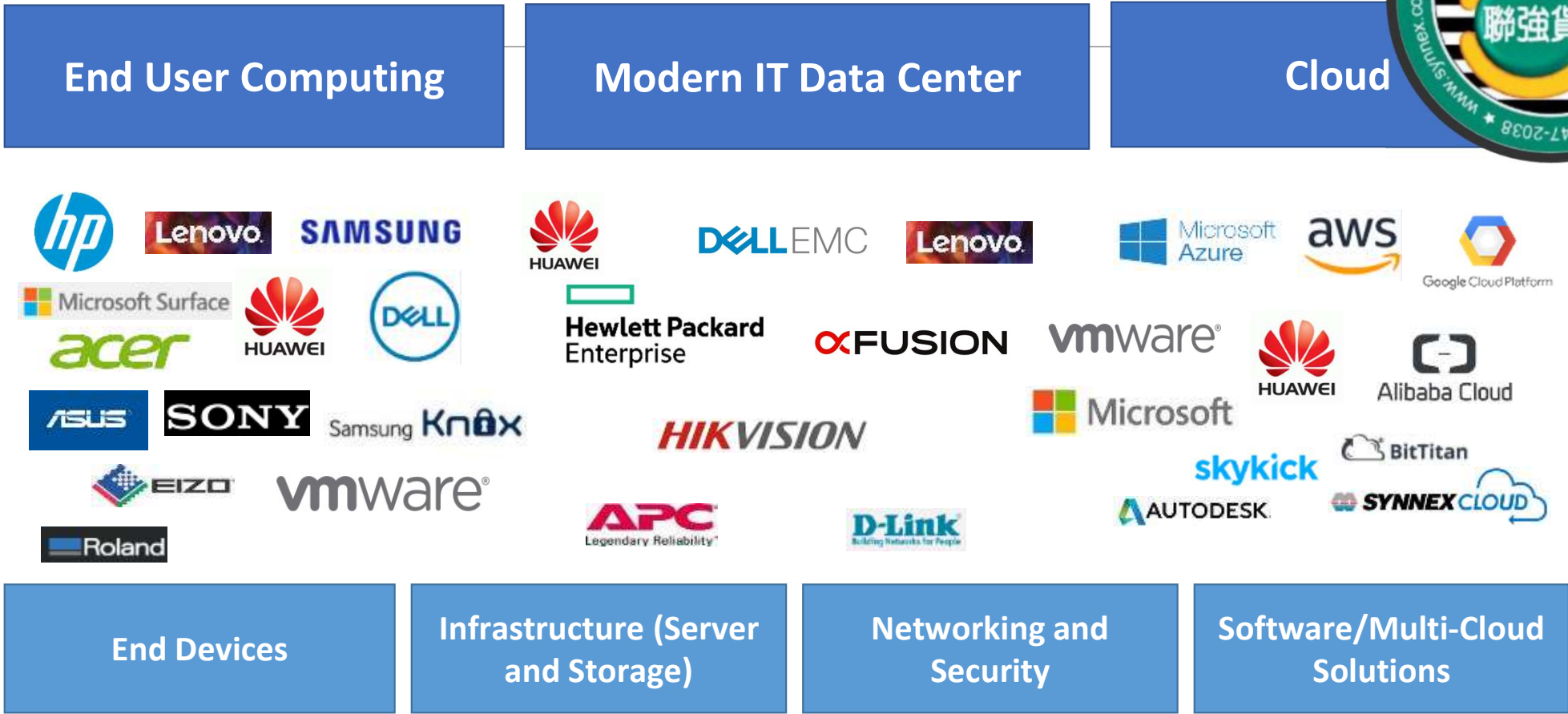
PHILIP CHAN

SYSTEM ENGINEERING MANAGER

SYNNEX TECHNOLOGY INTERNATIONAL (HK) LTD

Synnex Products/Brands Portfolio

Leading distribution and services company of ICT, consumer electronics and cloud services.

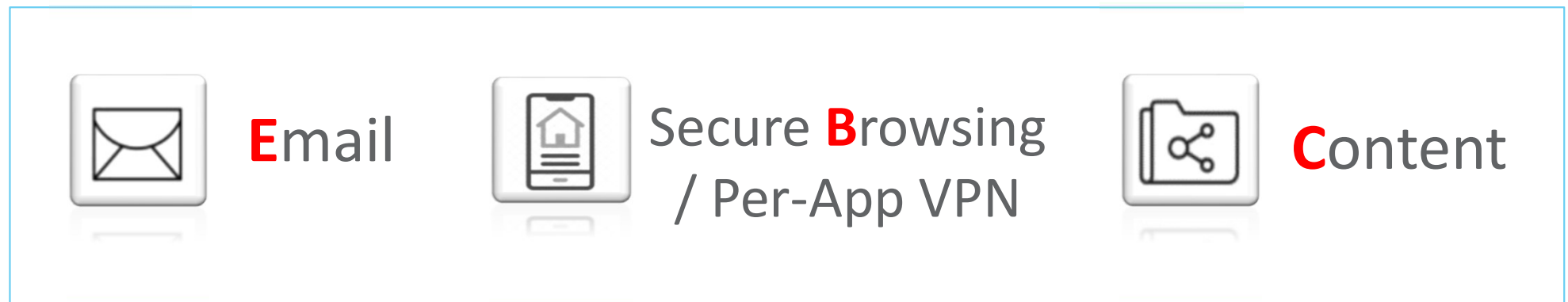
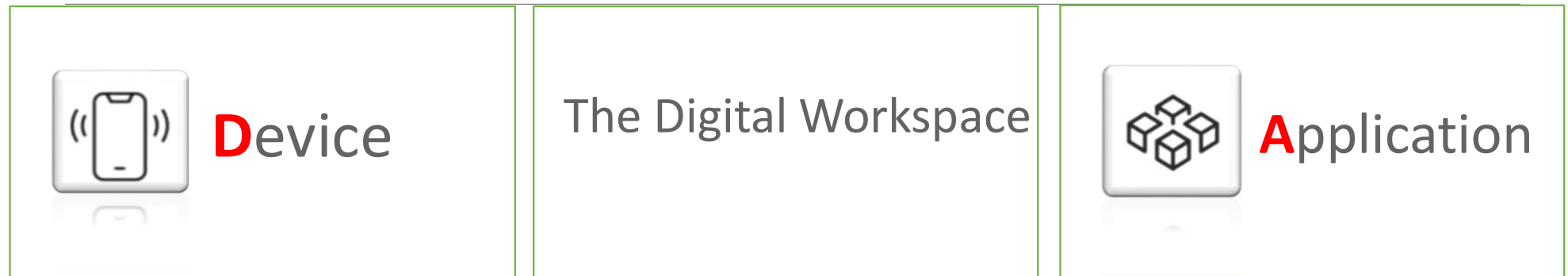


Agenda

- “MDM” in brief
- What’s the use case?
- Which device?
- Which solution?

The Mobile Management

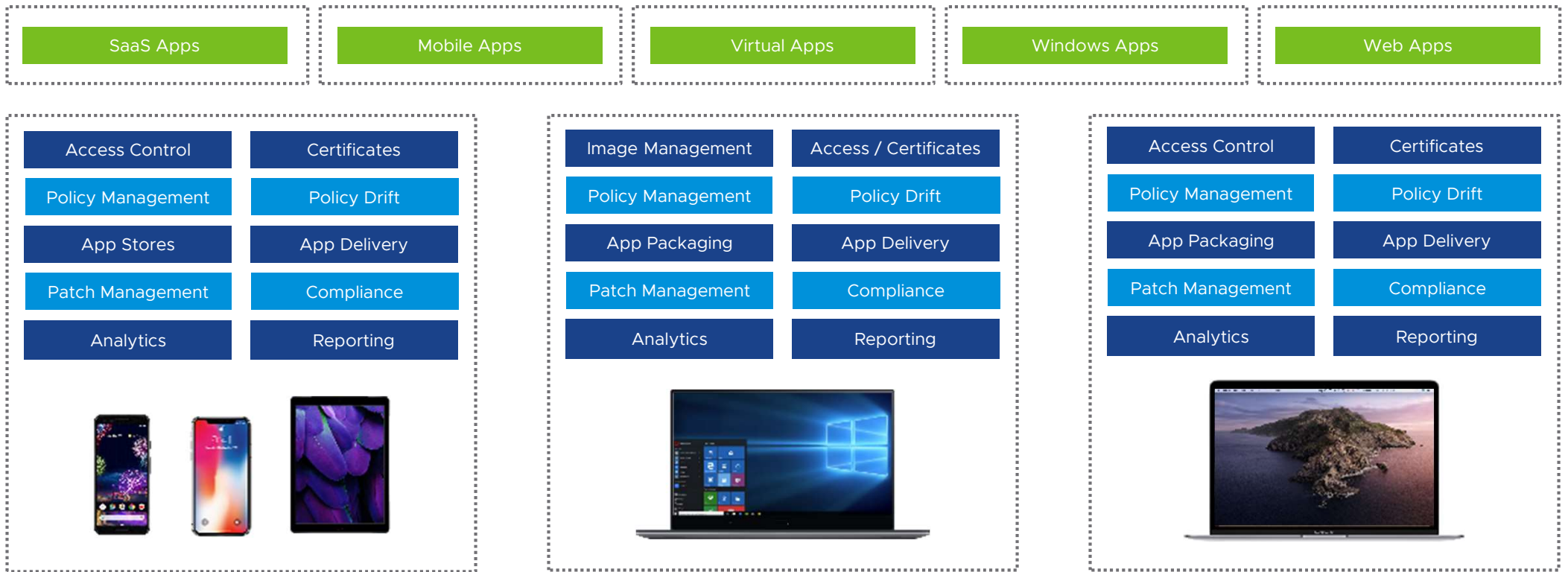
Flexibility









Productivity

Dealing with Siloed Management Tools....

How do you drive business innovation with today's fragmented infrastructure?



Mobile	 <p>iOS</p>	Best-in-class iOS support with User Enrollment, DEP and VPP (part of Apple Business Manager)
	 <p>Android</p>	The Android Enterprise framework and Fully Managed or Work Profile. Samsung Knox support.
Desktop	 <p>Windows 10</p>	Not just Win10 MDM, but complete PCLM across policy, patch, security and software distribution
	 <p>macOS</p>	Modernize management for macOS with MDM Apple DEP support
	 <p>Chrome OS</p>	Unique Chrome OS device management, partnership with Google
Things	 <p>Non-Traditional Endpoints</p>	Simplified management across rugged, wearables, sleds, kiosks and IoT



What is your use case?

BOYD, CORP DEVICES, KIOSK...

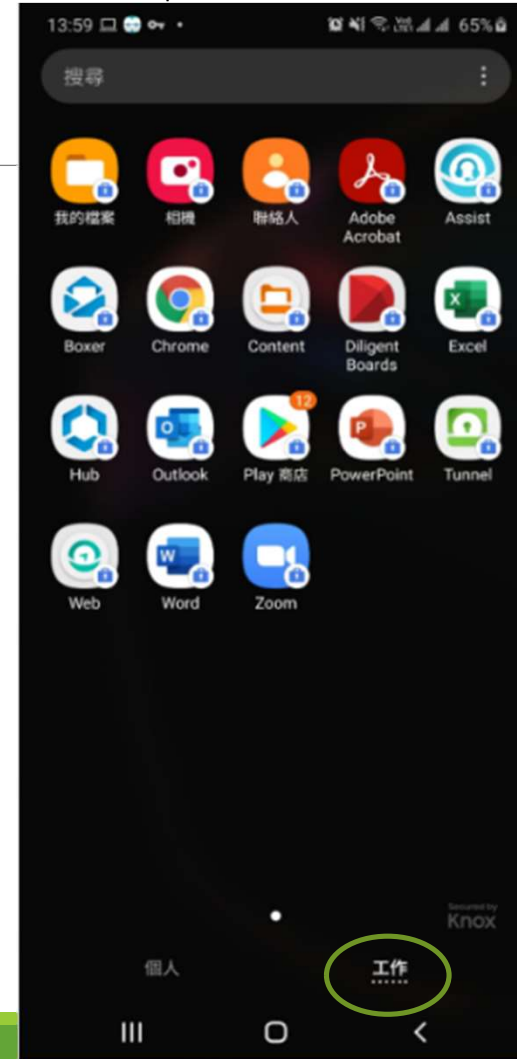
BYOD Concerns

- Which OS and version to / can support?
- Email, content, intranet?
- Install Agent, MAM only?
- Personal data privacy

New Industry Trend - True BYOD in Android and iOS

1. iOS User Enrolment (13+) vs Android Enterprise (8+)
2. Managed Apple ID vs Managed Google ID
3. VPP vs Managed Google Play Store
4. APFS vs Work Profile
5. Corp Device - iOS DEP vs Android Work Managed

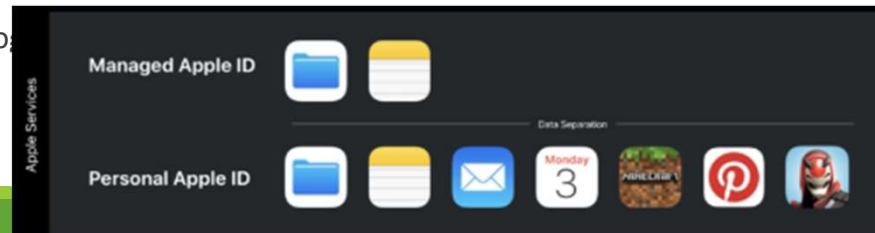
Android Enterprise Work Profile



iOS User Enrolment Prerequisites

Business Manager w/ federation to Azure AD / Google
 Email matches a Managed Apple ID in ABM.

iOS User Enrolment – no true dual persona yet



Corp. Device

- Work/Corp managed
 - Fully managed
 - Corp owned, personal enabled
- Kiosk mode
 - Multiple App
 - Single App

Which mobile device?



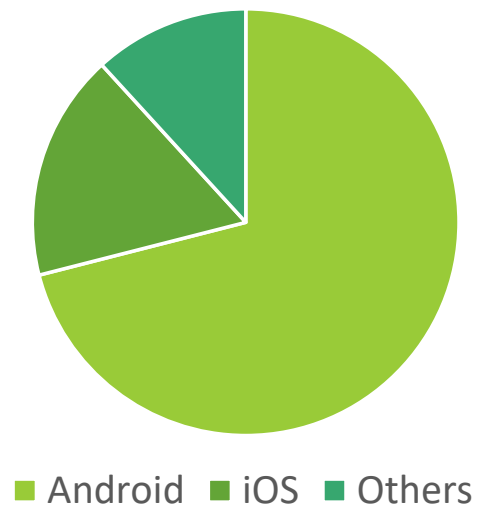


















Worldwide Mobile Market

Top 5 Companies, Worldwide Smartphone Shipments, Market Share, and Year-Over-Year Growth, Q3 2022 (Preliminary results, shipments in millions of units)					
Company	3Q22 Shipments	3Q22 Market Share	3Q21 Shipments	3Q21 Market Share	Year-Over-Year Change
1. Samsung	64.0	21.2%	69.5	20.8%	-7.8%
2. Apple	51.9	17.2%	51.1	15.3%	1.6%
3. Xiaomi	40.5	13.4%	44.3	13.3%	-8.6%
4. vivo*	25.9	8.6%	33.3	10.0%	-22.1%
4. OPPO*	25.8	8.6%	33.2	9.9%	-22.3%
Others	93.6	31.0%	102.7	30.7%	-8.8%
Total	301.9	100.0%	334.2	100.0%	-9.7%

Source: IDC Worldwide Quarterly Mobile Phone Tracker, October 27, 2022

Worldwide Mobile Market Share

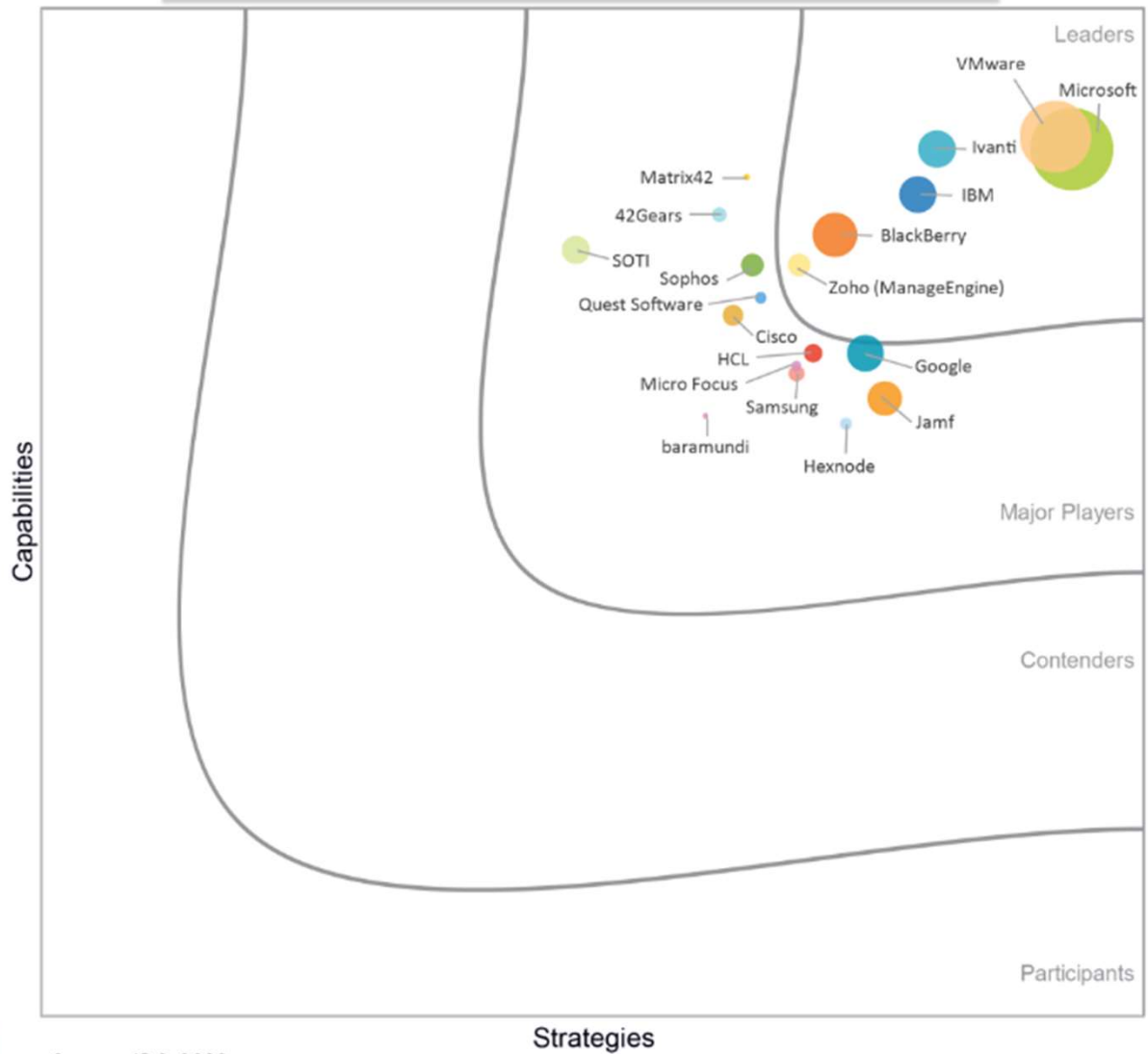


Comparison Criteria	iOS	Android
Device cost		
Choice of devices		
User experience and consistency		
BYOD Work/Personal Separation		
Control and manageability		
Device management flexibility		
Popular Applications		
Paid Apps Management		

Which Solution?



IDC MarketScape Worldwide Unified Endpoint Management Software, 2022



Source: IDC, 2022

10:14



chat.openai.com/cha



Which MDM solution is better to me?



It depends on your use cases and devices to be managed. However, VMware Workspace ONE fits in most of the scenarios which may be a good choice to you.

Besides, you may consider Samsung devices and Knox as supplementary which can make your solution more custom-fit to your business.



VMware Workspace ONE Unified Endpoint Management (UEM)

Workspace ONE UEM consolidates management tools and processes for improved IT efficiency

vmware®

Workspace ONE™

CENTRALIZED MANAGEMENT

FULL PC LIFECYCLE SUPPORT

END-TO-END SECURITY

INTELLIGENT ANALYTICS

CONSISTENT EXPERIENCE

ANY ENDPOINT



Desktop, Mobile, Rugged, Virtual, IoT



macOS



ON ANY PLATFORM



BYO



Corporate
Owned



Purpose
Built

ACROSS ANY USE CASE

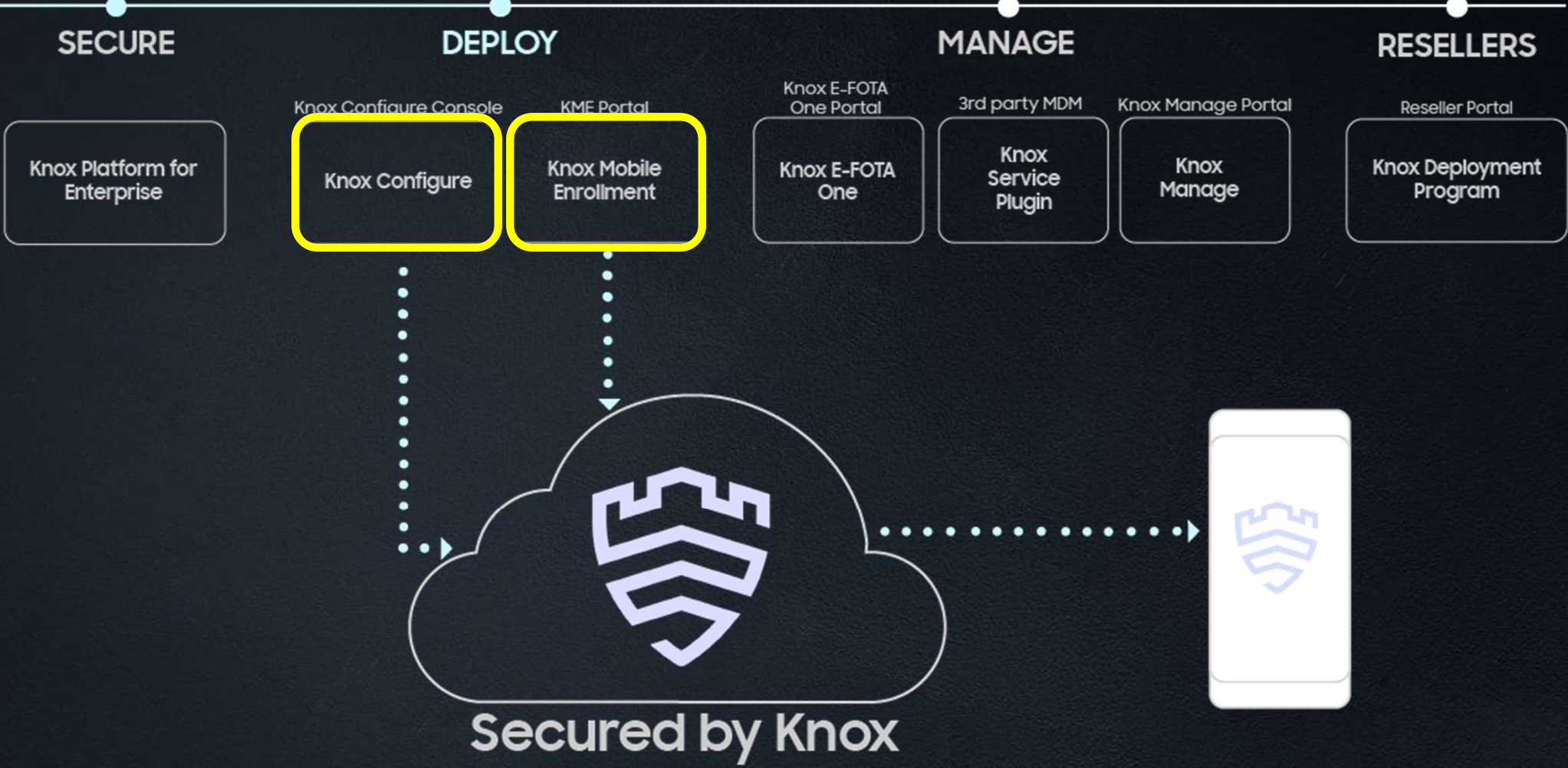
Workspace ONE UEM

The screenshot displays the Workspace ONE UEM dashboard for Synnex Technology International. The interface includes a navigation sidebar on the left with categories like GETTING STARTED, FREESTYLE, MONITOR, DEVICES, RESOURCES, ACCOUNTS, and ABOUT. The main dashboard area is titled 'Devices' and shows a 'TOTAL DEPLOYMENT' of 144. It features several key metrics and charts:

- SECURITY:** Three donut charts showing 3% (5) Compromised, 37% (53) No Password, and 26% (37) Not Encrypted.
- OWNERSHIP:** A bar chart showing 106 Dedicated Corp, 5 Shared Corp, and 33 Employee devices.
- LAST SEEN OVERVIEW:** A large green box indicates 7 devices seen in the last 24 hours, with a 5% activity rate.
- LAST SEEN BREAKDOWN:** A horizontal bar chart showing device activity by time of day: 0-3 (7), 4-7 (1), 8-15 (0), 16-30 (2), and >-31 (134).
- PLATFORMS:** A bar chart showing device counts by platform: Android (86), Apple iOS (41), Apple macOS (1), Windows PC (1), and Windows Desktop (16).
- ENROLLMENT:** A bar chart showing 94 Enrolled, 43 Unenrolled, and 123 Pre-enrollment Registration Record devices.

On the right side, a 'List View' of devices is shown with columns for 'Last Seen' and 'General Info'. The list includes entries such as 'mdmuser1 iPhone iOS 16.2.0 R9LT' and 'user01 VMware Virtual Platform Windows Desktop 10.0.1713'. An inset image in the bottom right corner shows a mobile device home screen with various application icons including Hub, Horizon, Boxer, Web, Chrome, Catalog, Content, Tunnel, and Teams.

Samsung Knox Ecosystem



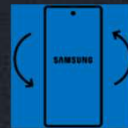
Samsung Knox Configure

Allows IT admins to remotely configure Samsung devices in bulk and tailor them to specific business needs, right out of the box



Frictionless out-of-the-box setup

- Automated device provisioning
- Streamlined device setup process (e.g. skip setup wizard)
- Pre-configuration of default settings by IT departments, removing the need for user intervention



Rebranded software

- Customizable booting/shutting-down UX & home/lock screens
- Automated app /content deployment
- Quick access to corporate services



Purpose-built Appliance

- Professional kiosk mode
- Repurposed device UX into specific use cases
- Remapping HW keys



Advanced device configuration

- Wide range of advanced & granular connectivity settings
- System-level device feature restrictions
- App white/black listing
- Dynamic update capabilities



Samsung Knox Configure

The screenshot displays the Samsung Knox Admin Portal interface. On the left is a navigation sidebar with the following items: SAMSUNG Knox Admin Portal, KNOX SUITE, Knox Mobile Enrollment, Knox E-FOTA, Knox Configure, Dashboard, Profiles, Devices (highlighted), Licenses, Library, Resellers, Activity log, and Licenses. The main content area is titled "Devices" and shows a list of 2162 devices. A search bar is present above the list. The "Profile configuration dashboard" is open for a selected device, showing a grid of 16 configuration categories: Profile Info, Applications and Widgets, Home & Lock Screen, Sound & Display, Routine Applets, Device Connectivity, Device Settings, Restrictions, APN Management, Shared Devices, Enterprise Billing, and DEX Mode. A right-hand sidebar lists various settings: Profile Information, Applications and Widgets, Home & Lock screen, Sound & display, Applications & content, Routine applets, Device connectivity, Device settings, Restrictions, Security settings, APN Management, Shared devices, Enterprise Billing, DoX Mode, and Devices. A "Device screen preview" section on the right shows a smartphone displaying a home screen with a dark background, a large Korean title "사랑의 불시착" (Love's Second Chance), and a couple sitting in a field. Below the preview, it indicates a "4 x 5 (Default)" grid.

Customers / Synnex

Device search

SAMSUNG Knox Admin Portal

KNOX SUITE

Knox Mobile Enrollment

Knox E-FOTA

Knox Configure

Dashboard

Profiles

Devices

Licenses

Library

Resellers

Activity log

Licenses

Devices

DEVICES (2162) UPLOADS (27) BULK ACTIONS

Search

crashlanding | v5 Dynamic

Profile configuration dashboard

VIEW PROFILE OVERVIEW LOG

DOWNLOAD PROFILE SUMMARY AS A PDF

PROFILE INFO

APPLICATIONS AND WIDGETS

HOME & LOCK SCREEN

SOUND & DISPLAY

ROUTINE APPLETS

DEVICE CONNECTIVITY

DEVICE SETTINGS

RESTRICTIONS

APN MANAGEMENT

SHARED DEVICES

ENTERPRISE BILLING

DEX MODE

Profile Information

Applications and Widgets

Home & Lock screen

Sound & display

Applications & content

Routine applets

Device connectivity

Device settings

Restrictions

Security settings

APN Management

Shared devices

Enterprise Billing

DoX Mode

Devices

Device screen preview

Configure Home screen panels below. Some devices might pl screens in a different order. Please try to assign this profile device for a more accurate preview before assigning it to p devices.

Note: Any applications, widgets, or content added as shortc Home screen will be downloaded during the configuration p (required). This may increase the configuration time.

Select grid

4 x 5 (Default)

To manage the smart devices, you need a smart way.

