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

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.

End User Computing | **Modern IT Data Center** | **Cloud**

End Devices | **Infrastructure (Server and Storage)** | **Networking and Security** | **Software/Multi-Cloud Solutions**

Agenda

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

The Mobile Management

Flexibility

Device

The Digital Workspace

Application

Email

Secure **B**rowsing / Per-App VPN

Content

Productivity

Dealing with Siloed Management Tools….

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

SaaS Apps | Mobile Apps | Virtual Apps | Windows Apps | Web Apps

Access Control	Certificates
Policy Management	Policy Drift
App Stores	App Delivery
Patch Management	Compliance
Analytics	Reporting

Image Management	Access / Certificates
Policy Management	Policy Drift
App Packaging	App Delivery
Patch Management	Compliance
Analytics	Reporting

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

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What is your use case?

BOYD, CORP DEVICES, KIOSK…

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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

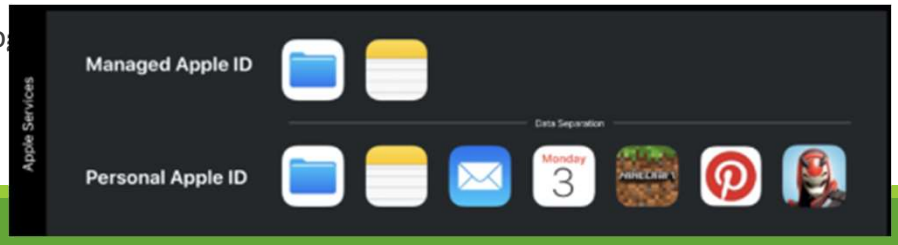
1. iOS User Enrolment (13+) vs Android Enterprise (8+)
2. Managed Apple ID vs Managed Google ID
3. VPP vs Managed Google Play Store
4. APFS vs Work Profile
5. Corp Device - iOS DEP vs Android Work Managed

iOS User Enrolment Prerequisites

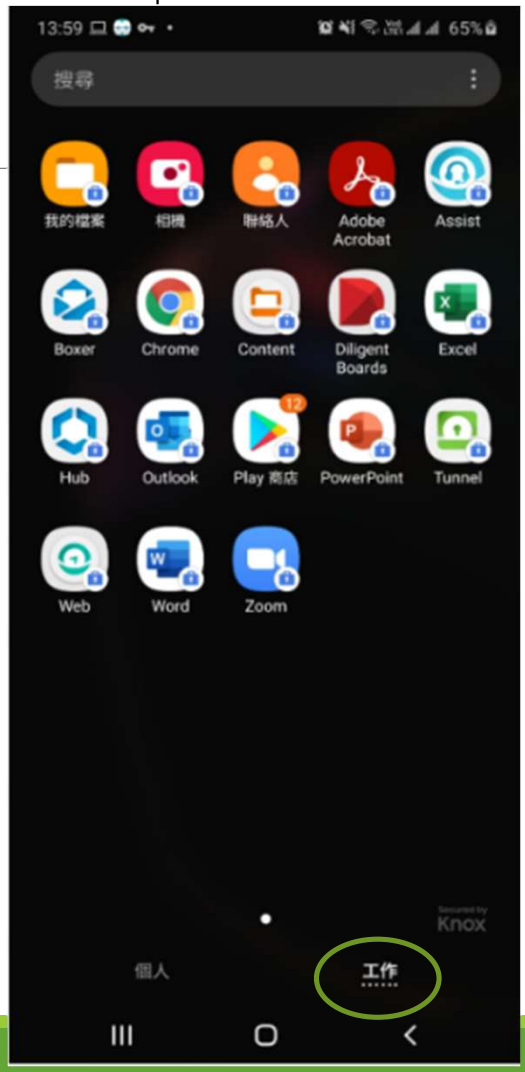
Business Manager w/ federation to Azure AD / Goo

Email matches a Managed Apple ID in ABM.

iOS User Enrolment – no ture dual persona yet



Android Enteprise Work Profile



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Corp. Device

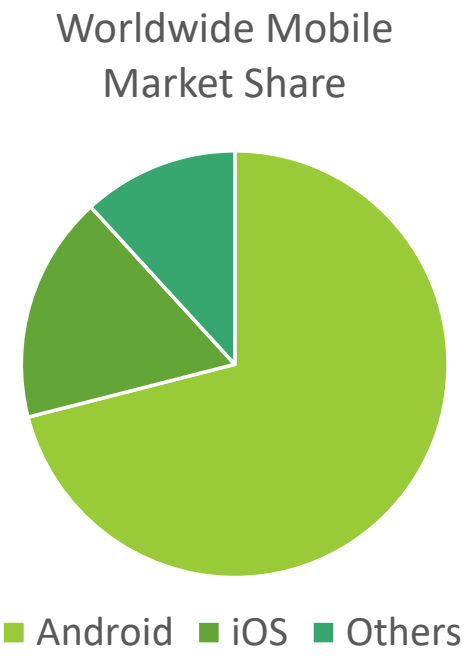
- Work/Corp managed
  - Fully managed
  - Corp owned, personal enabled
- Kiosk mode
  - Multiple App
  - Single App

Which mobile device?

Source: https://www.silicon.co.uk/

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					



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

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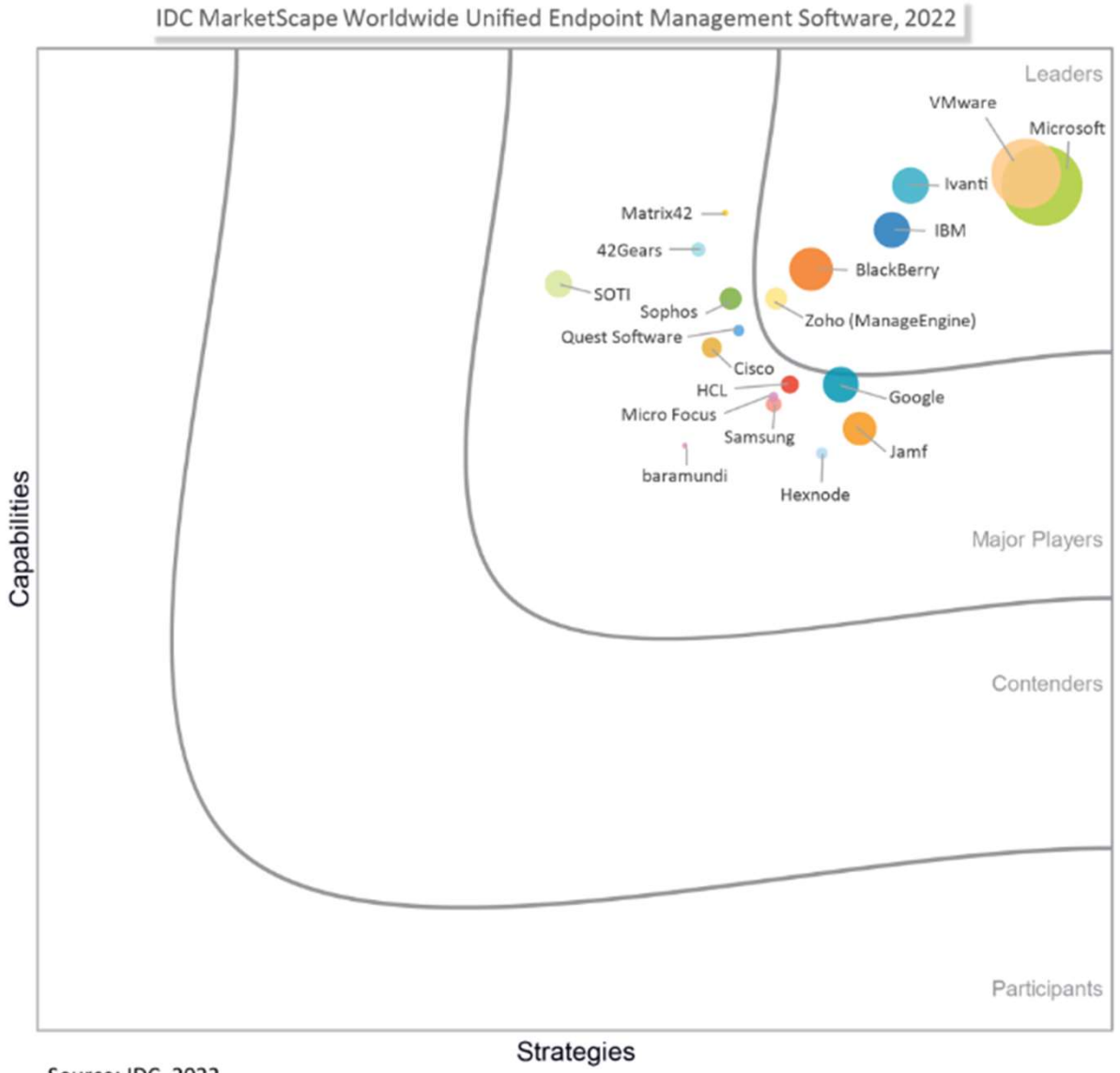
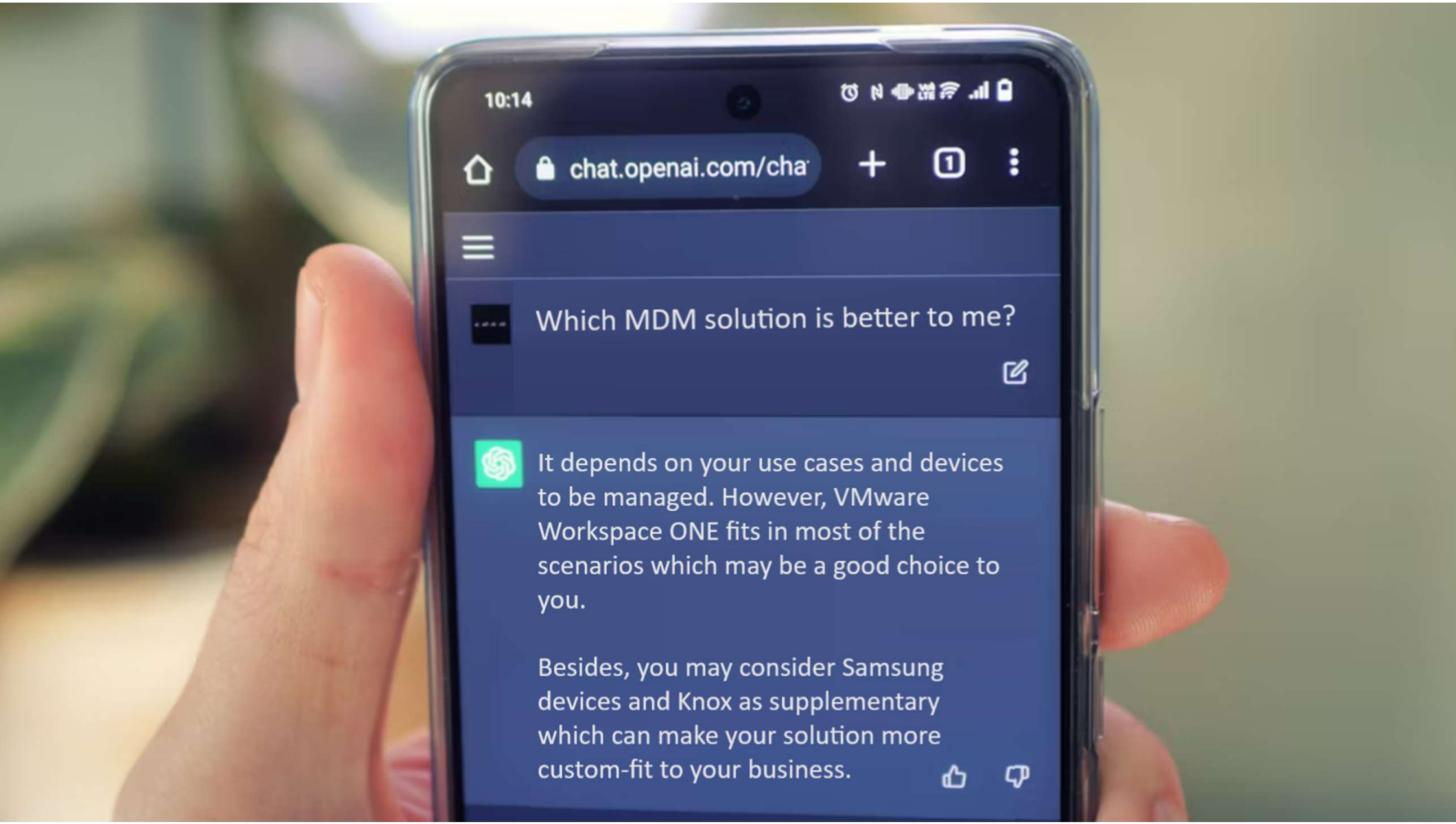
Which Solution?



Source: IDC, 2022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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)

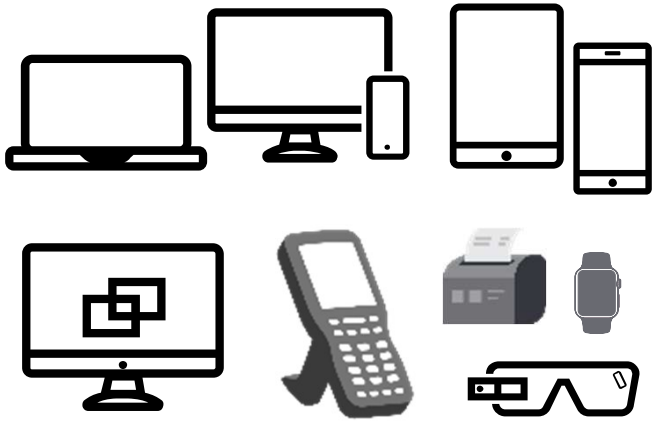
Workspace ONE UEM consolidates management tools and processes for improved IT efficiency

vmware

Workspace ONE™

- CENTRALIZED MANAGEMENT
- FULL PC LIFECYCLE SUPPORT
- END-TO-END SECURITY
- INTELLIGENT ANALYTICS
- CONSISTENT EXPERIENCE

ANY ENDPOINT



Desktop, Mobile, Rugged, Virtual, IoT

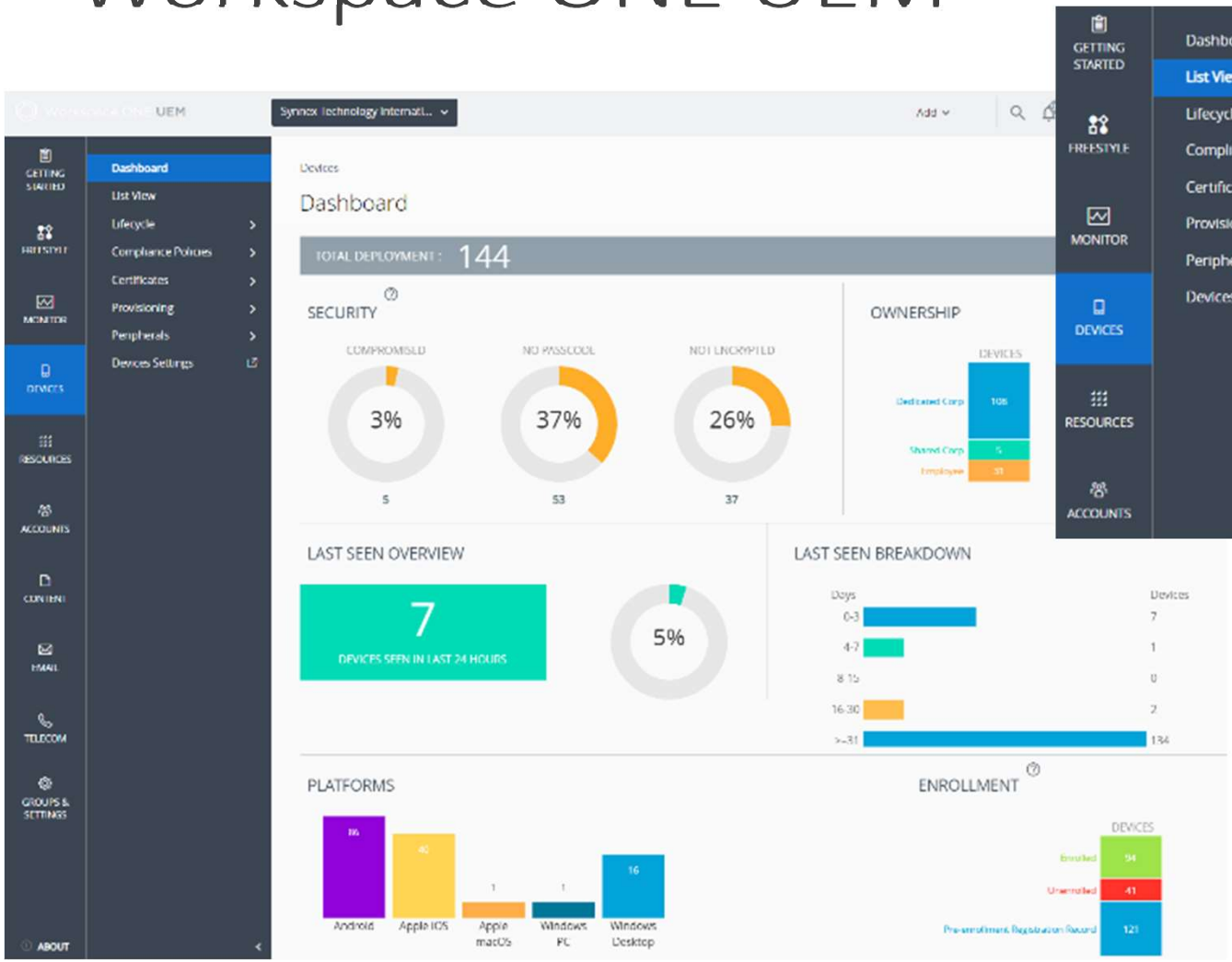
iOS macOS android Knox

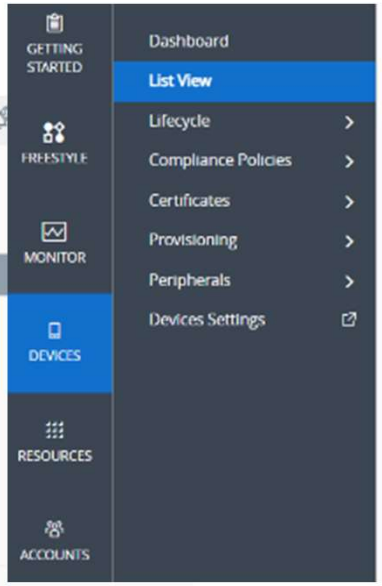
ON ANY PLATFORM

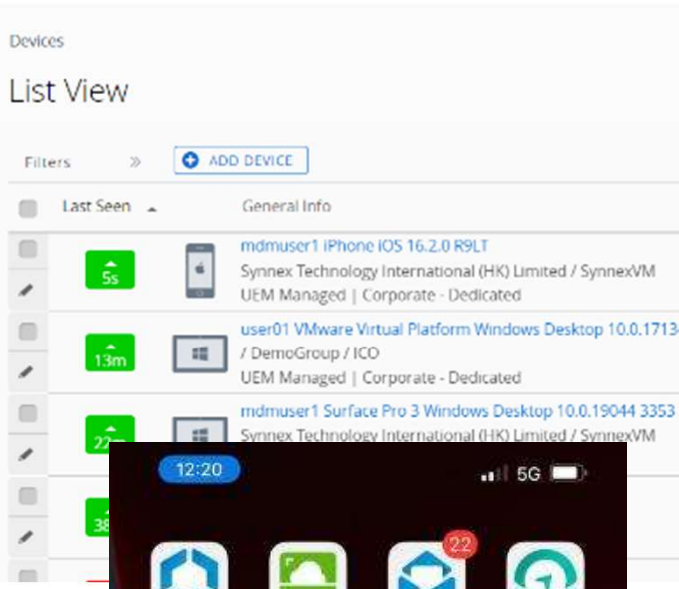
BYO | Corporate Owned | Purpose Built

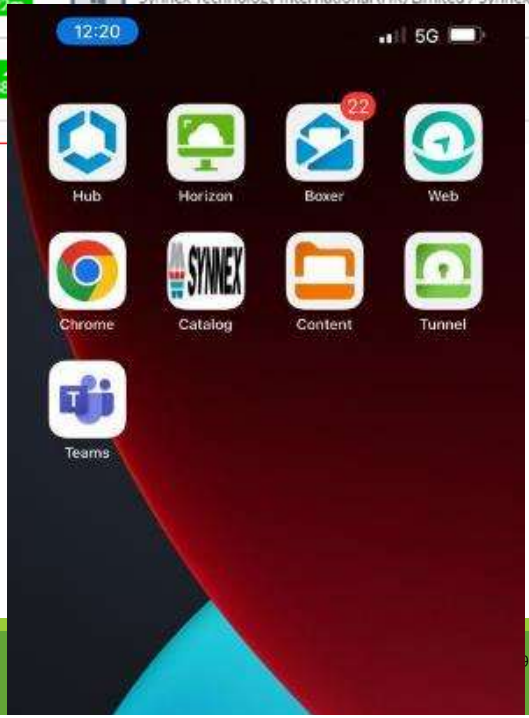
ACROSS ANY USE CASE

Workspace ONE UEM









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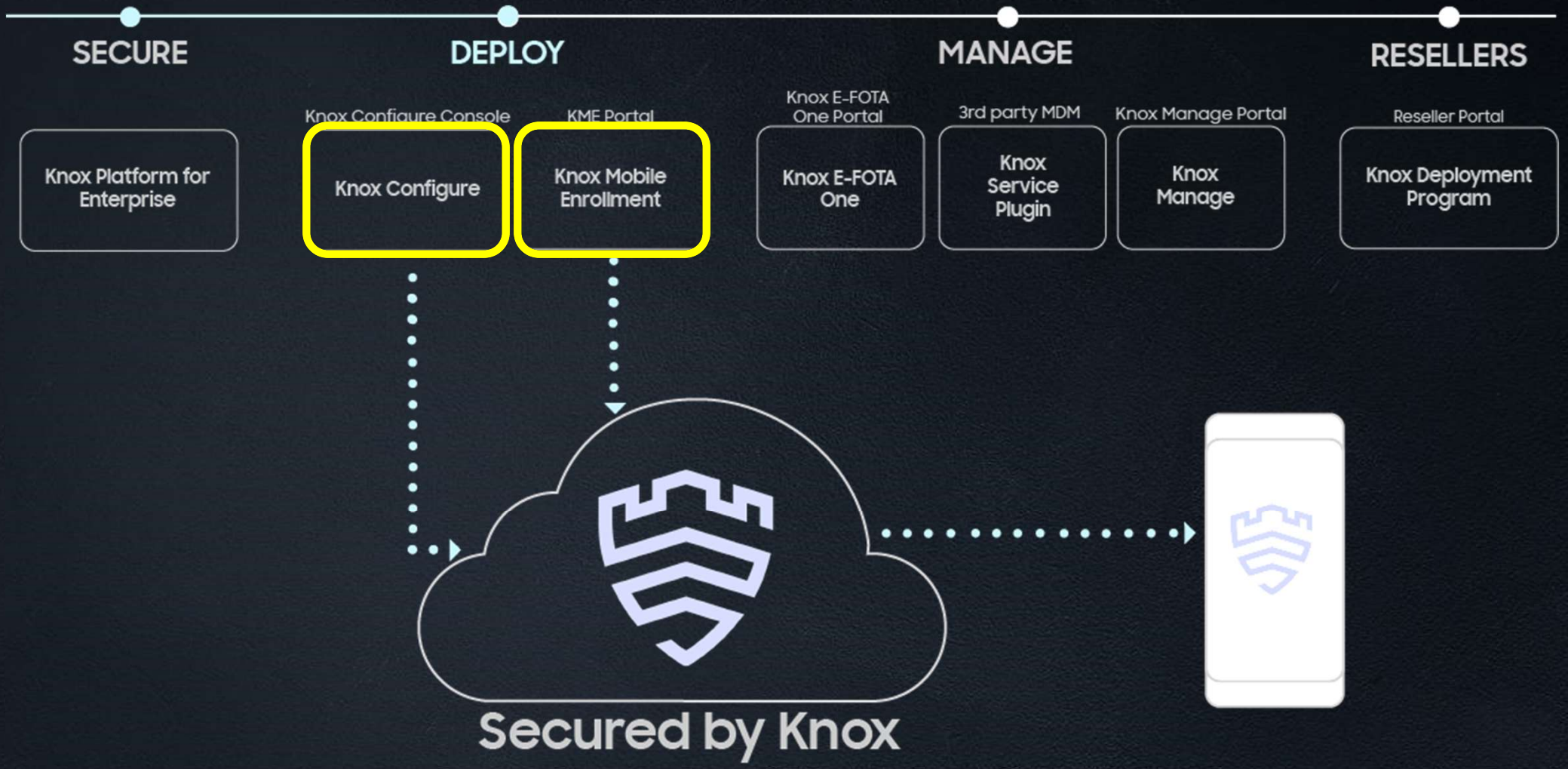
Samsung Knox Ecosystem



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

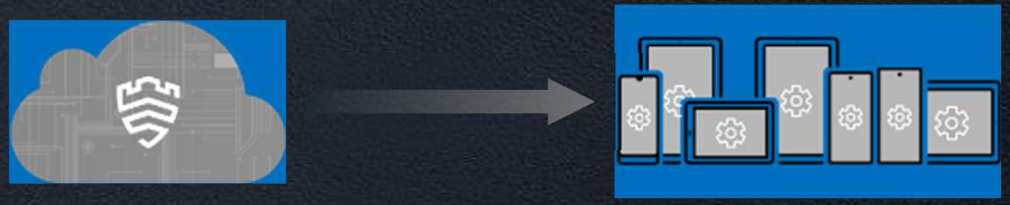
- Customizable booting/shutting-down UX & home/lock screens
- Automated app /content deployment
- Quick access to corporate services

Purpose-built Appliance

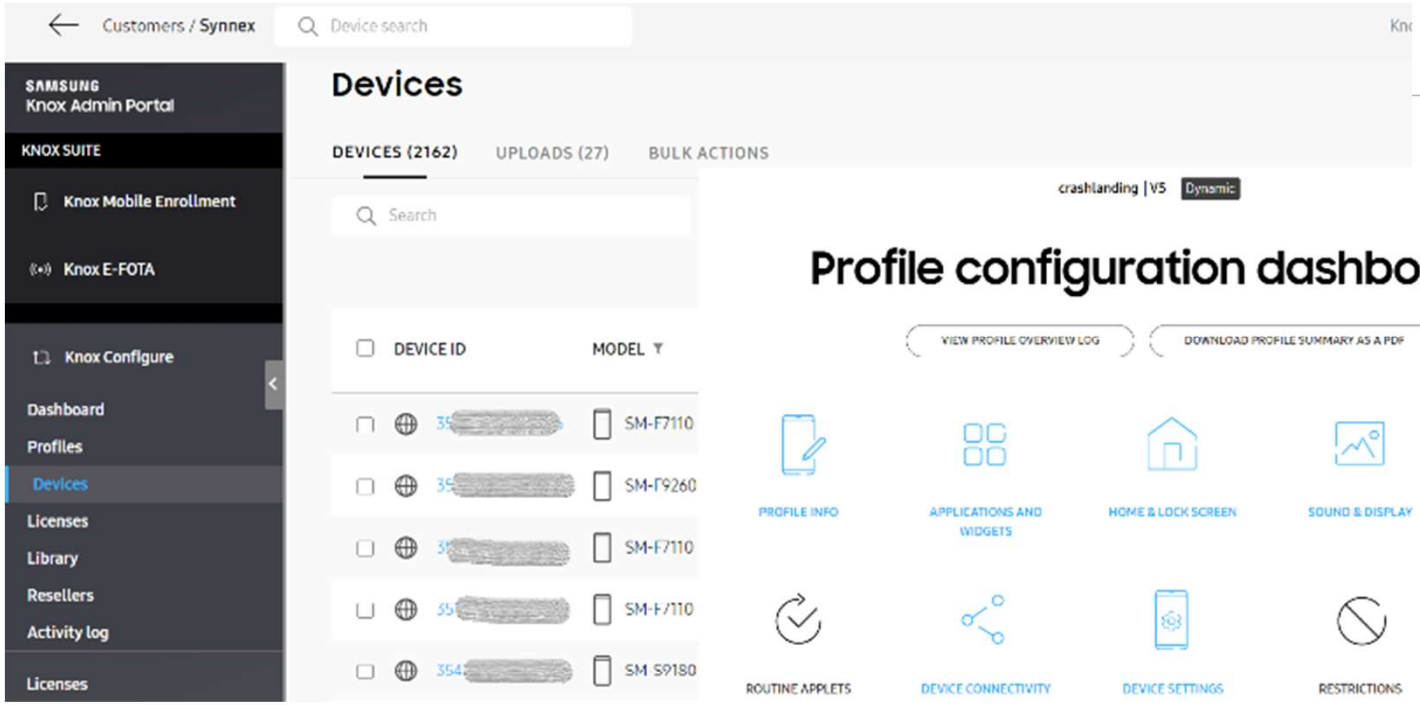
- Professional kiosk mode
- Repurposed device UX into specific use cases
- Remapping HW keys

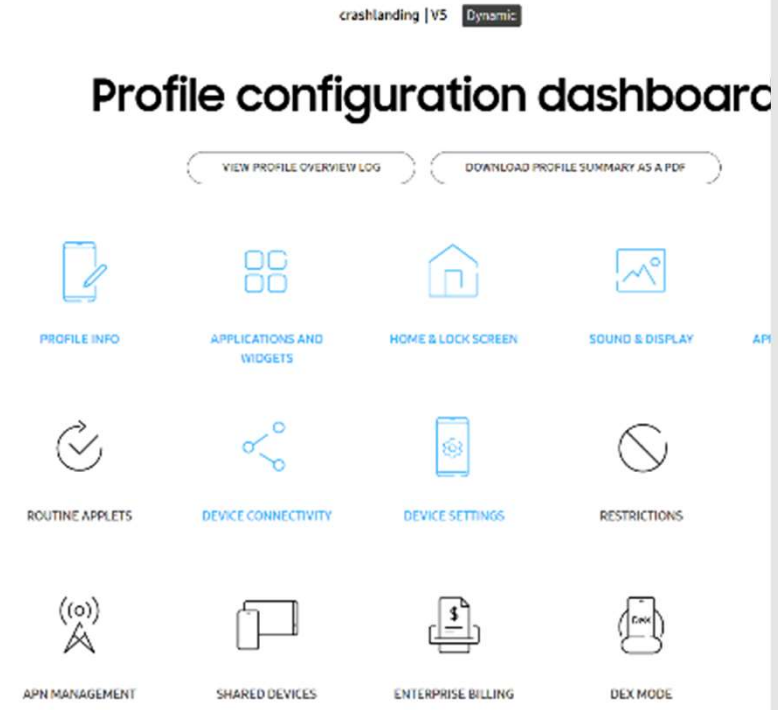
Advanced device configuration

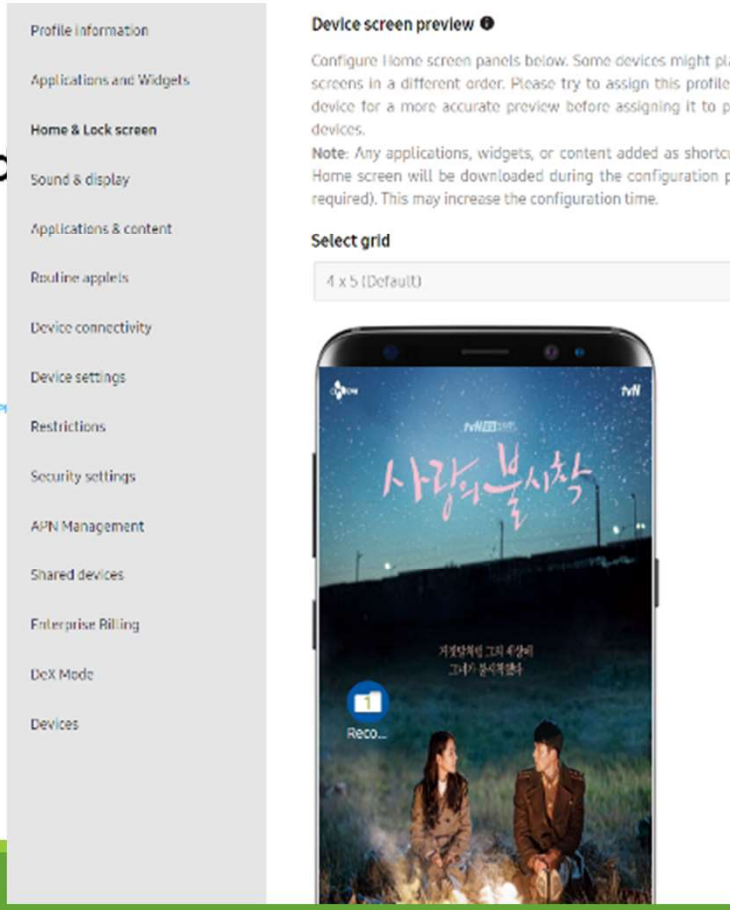
- Wide range of advanced & granular connectivity settings
- System-level device feature restrictions
- App white/black listing
- Dynamic update capabilities



Samsung Knox Configure







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

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