

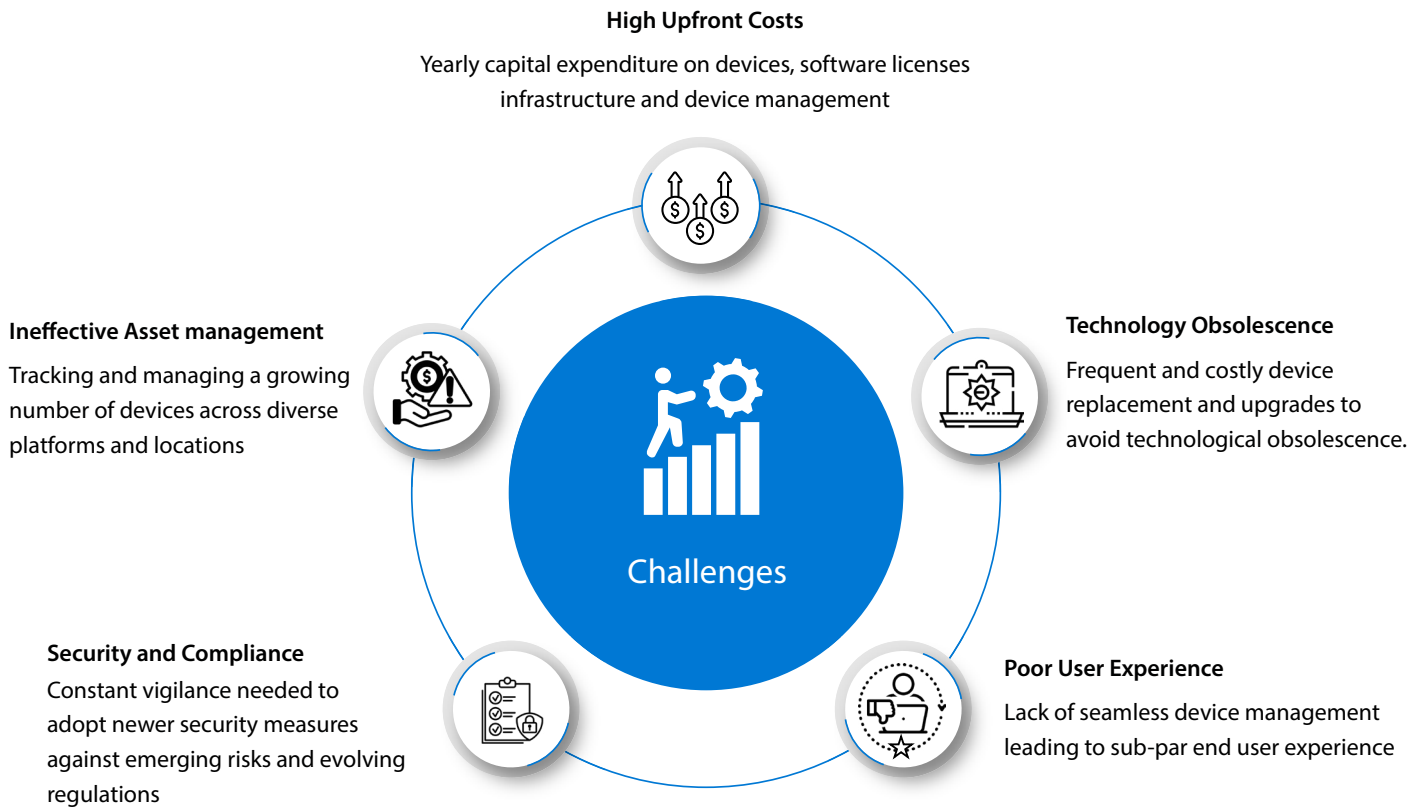
INFOSYS MOBILE DEVICE AS A SERVICE (MDAAS): SIMPLIFYING THE FUTURE OF ENTERPRISE MOBILITY

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In today's fast-paced, hyper-connected world, mobile devices along with rugged devices have become essential tools for businesses of all sizes. However, managing and maintaining a diverse fleet of mobile devices distributed across locations can lead to significant challenges like



In view of all this, enterprise clients are now seeking a unified approach to mobile device management. The pressing priority today is a comprehensive solution encompassing everything from procurement, shipping, management, secure disposal, and even to confirm Telcom orchestration. This one-stop-shop approach streamlines operations and ensures a seamless experience for end-users.

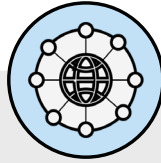


Infosys Services Offering for MDaaS

Infosys' MDaaS (Mobile Device as a Service) offering provides enterprises with a flexible, scalable platform to meet their evolving mobile needs. Our end-to-end solution includes procurement, shipping, onboarding, security, maintenance, and timely upgrades, all in one place. Leveraging our deep industry expertise and experience with large clients, Infosys ensures seamless and efficient operations, enhancing user experience and helping clients stay resilient and in sync with future advancements.



Flexible Service Plans



Broad Ecosystem of Partners



Extensive Industry Expertise

1. Device provision



The client can initiate the procurement request by selecting apt mobile or rugged devices for their end users, scale deployments and adapt pricing to match their business needs. Infosys' carefully designed tailored subscription plans helps the client to opt for desired plans according to their unique business requirement.

Infosys MDaaS offers monthly plan per device that encompasses all of the lifecycle services and support that enables operational flexibility and access to the latest technologies, as well as more options for end users and their use cases.

	MDaaS	Lite	Silver	Gold
Experiences	Persona based catalog	●	●	●
	Self-Service	◐	◐	●
	Central Help-desk	●	●	●
	White-glove Support	○	◐	●
	Training and On boarding	◐	◐	●
Services	Asset Lifecycle Management	●	●	●
	Unified Device Management	○	●	●
	Device Security Management	○	●	●
	Vendor Management	●	●	●
	Telecom Service Management	○	○	●
Solutions	Mobile & Rugged Devices	●	●	●
	Device Management	○	●	●
	Compliance and Security	○	●	●
	Asset tracking and Inventory	●	●	●
	Telecom	○	○	●

2. Mobile Device management (Device lifecycle management)



Infosys enables the users with latest applications which are tailored based on their business requirements and security. These applications are pre-installed in the devices to ensure they have immediate access to the tools they need to perform their tasks efficiently.

Our Infosys MDaaS solution ensures that devices are encrypted using Microsoft Intune, providing robust protection against data breaches. This ensures that your organization's data remains secure, reducing the risk of unauthorized access and data breaches.

3. Support and upgrades

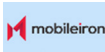


Infosys offers 24/7 helpdesk support to address any hardware issues ensuring minimal downtime and uninterrupted productivity for end users. Due to this approach end users get access to the latest technology tools which therefore enhance their productivity and allows them to maintain a competitive edge and achieve optimal performance.

Infosys' Extensive Partner Network



SAMSUNG



Microsoft
Defender

hemmersbach



Benefits



Cost Optimization

- **Cost-Effective:** Subscription model eliminates upfront CAPEX
- **Predictable Expenses:** Monthly costs cover devices, services, and management



Evergreen IT Solutions

- Persona-based device selection
- AI enabled services, automation
- Powerful ecosystem for devices, management, security, and White-glove services



Increased Productivity

- Boost productivity by giving workers the latest fit for purpose devices
- Self-service portals



Flexible Scalability

- Tailored plans to fit your specific needs
- Scalable device fleet to match business growth



Enhanced Security and compliance

- Latest security measures to safeguard data and reputation
- Fully compliant devices managed end-to-end





Device management for a global leader in luxury cars and commercial vehicles

Client needed a smarter way to manage its massive mobile device fleet to advance its commitment to use state-of-the-art technology. Infosys' comprehensive MDaaS solution integrated with M365 streamlined device management.

- Optimized the cost Maintaining a buffer stock and conducted quarterly reviews.
- Provided 24/7 helpdesk (L1-L3) and next-day onsite hardware support.
- 94000 devices delivered till now the remaining 36K expected to be refreshed by end of 2025.
- Provided iPhones, iPads, and Android devices to users worldwide.

130,000 devices | 48 countries

Benefits:

- **Reduced Complexity:** Standardized from 40+ device types to 4.
- **Cost Savings:** Shifted expenses from CapEx to OpEx, freed up IT resources, and secured best-value devices.
- **Enhanced Security:** Ensured timely upgrades and secure end-of-life processes.

Safeguarding mobile devices for a leading multinational semiconductor manufacturer

Implemented Microsoft Intune, a robust Mobile Device Management (MDM) platform, to secure mobile devices. This ensured data protection, application control, and compliance with industry regulations and internal policies.

- Delivered continuous improvement and user-focused support, fostering high user satisfaction, and ensuring smooth adoption of the new mobile security measures.
- Automated routine tasks like device enrollment, policy enforcement, and application updates for increased efficiency.

50,000 devices | 80 locations

Benefits:

- **Secured Growth:** A robust mobile security posture, enabling secure access to corporate data and applications.
- **Sustainable Efficiency:** A dedicated support team and streamlined processes, ensuring successful transition to a cost-effective and sustainable BAU model.

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance come baked into every solution delivered.

For more information, contact askus@infosys.com

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