

CSSI Device Lifecycle Management™

CSSI Need a plan to keep your Android mobile devices current and patched? CSSI is here to help with **CSSI Device Lifecycle Management™**, a program which leverages CSSI's Android and MDM expertise to dramatically reduce the workload on your internal IT team.

CSSI Device Lifecycle Management™ includes:

- **Easy device provisioning:** Make your next device rollout your easiest with CSSI's provisioning help. Your devices will be ready to go right out of the box. Shipping an item to the repair depot? We will ensure that it returns to you with your exact configuration.
- **Android updates:** Keep pace with Android. CSSI will work with you to approve and rollout one major annual OS update, as well as any issued emergency patches.
- **Mobile Device Management:** Subscribe to CSSI's MDM (powered by SOTI MobiControl), or use your own free-standing SOTI MobiControl instance.
- **Technical support:** Save money on technical support with prepaid blocks of time.
- **Consulting:** CSSI will work with you annually to keep you apprised of coming changes and to develop a strategy for your upgrade schedule and configuration standards.

What's Included in Device Lifecycle Management?

Category	Device Lifecycle Management
Professional Services	
Comprehensive Pre-Sale Proof of Concept	✓
Annual Business Review	✓
Android Best Practices Guidance	✓
Security Bulletins (Zebra, Honeywell, Google and CSSI)	✓
Annual Android OS Update	
Build SOTI MobiControl Cloud Packages, Rules and Profiles	✓
Pre-testing of pending annual firmware upgrade	✓
Customer and CSSI collaborate to test and approve firmware	✓
Remote Deployment of Firmware to Device Fleet (Based on Customer Schedule during normal business hours)	✓
Device Provisioning and Post-Repair Reprovisioning	
MobiControl Device Deployment Configuration	✓
Device Deployment Provisioning (Firmware, Software, Security, Updates)	✓
Reprovisioning of devices returning from repair depot	✓
Freight for initial deployment - we prep and ship to you	✓
Freight for devices returning from repair - we prep and ship to	✓
Other	
MDM software subscription	Choose One: a) Subscription in CSSI SOTI MDM b) Your Own SOTI Subscription
Discounted block of CSSI technical support hours (use for all non-DLM support activities).	Optional: Block of 10, 20, or 30 hours at discounted rate

FAQ – Device Lifecycle Management

- **Can you support Apple or Windows devices in this program?** Our program is designed for Android devices, and run by our team of Android experts. So only Android devices are supported.
- **What if we add additional devices during a subscription period?** CSSI can provide special pro-rated pricing for adding new devices to the plan during a subscription period.
- **What device manufacturers are supported?** We can support any mobile device which is compatible with SOTI MobiControl software. This includes Zebra, Honeywell, Datalogic, CipherLab, and more.
- **Why is it important to stay on a current version of Android?** Android offers annual updates. These updates include new features as well as security improvements. Sometimes, as in Android 11 & 13, significant changes are introduced. It's important to stay current to take advantage of these improvements.

MDM Options

SOTI MobiControl is required for participation in CSSI's Device Lifecycle Management program. We offer 2 ways for you to meet this requirement. Companies with more than 25 devices will typically prefer to purchase their own instance of SOTI MobiControl (CSSI can help with this).

Companies with fewer than 25 devices may not find it economical or necessary to purchase their own MobiControl instance. For these companies, we offer subscription in CSSI's MobiControl cloud. Please see comparison of the 2 options below:

	CSSI MDM Service (powered by MobiControl)	SOTI MobiControl
Ideal for:	<i>Companies enrolling less than 25 mobile devices</i>	<i>>25 mobile devices</i>
Compatibility with CSSI Device Lifecycle Management	Yes	Yes
Your level of access	<i>All MDM activity performed by CSSI</i>	<i>Complete customer access to all MobiControl functionality</i>
Remote device control & support	✓	✓
Remote firmware updates	✓	✓
Standardize device configurations	✓	✓
Device screen lock downs and security controls	✓	✓

Please contact CSSI for a demo of MobiControl.