

Bridge Manage, Bridge Host, Bridge Host & Manage



Let Bridgeway - the MobileIron experts - host, manage, or host AND manage your MobileIron solution, freeing up your vital resources to be allocated elsewhere.

As your mobility project matures, the size and scope of the project tends to increase and the number of devices being managed grows. Often the internal resources needed to support this don't increase in parallel. Let Bridgeway manage your MobileIron estate, giving you the scalability and the peace of mind that you are maximising the return on your investment.

"The whole experience of switching to Bridgeway's hosted service has been seamless. Instantly we started getting proactive, quality interaction that made a huge difference."

DEAN UNDERWOOD, HEAD OF TECHNOLOGY SERVICES & SUPPORT, VIRGIN TRAINS

How it works

Bridge Manage, Bridge Host, and Bridge Host & Manage have been developed to support MobileIron customers with their ongoing management of the MobileIron platform. Trust the proven and accredited MobileIron experts to manage and monitor this part of your mobility project. Bridgeway offer a variety of services to ensure your investment continues to be fit for purpose and delivers at the desired optimal level, resulting in an increase in productivity and cost savings for your organisation.

Bridge Manage	Bridge Host	Bridge Host & Manage
Fully or co-managed	Co-managed	Fully-managed
On-premises or Cloud	ISO27001 datacentre	ISO27001 datacentre
24x7 Bridge Support included	24x7 Bridge Support included	24x7 Bridge Support included
Service credits included	Service credits included	Service credits included
IronWorks included	IronWorks included	IronWorks included
Bridge Train included*	Bridge Train included	

*Bridge Train included for co-managed services.

Reporting capabilities are brought to you by Bridgeway's IronWorks solution. With IronWorks you can easily evidence the success of your mobility project, with long-term trend analysis, a compliance dashboard, and automated reporting.

BENEFITS

- Stop your organisation losing time and money on your mobility projects
- Maximise your MobileIron investment by allowing the experts to deliver optimum performance
- Free up resources to focus on more strategic aspects of your project
- Evidence your mobility project success with IronWorks
- Gain in-house expertise in MobileIron through our approved training courses (Bridge Train)
- Relax with the peace of mind provided by our lights-on, fully-manned, 24x7 support services (Bridge Support)

DELIVERABLES

- Fully managed or co-managed solution depending on option chosen
- On-premise, private cloud or Cloud delivery options
- MobileIron training course included (for Bridge Manage and Bridge Host only)
- 24x7 Bridge Support
- Starter Service Credit packs included
- IronWorks management and compliance reporting service

OTHER SERVICES

- General advice and information security
- Health-checks and assessment
- Best practice and security reviews
- Project management
- Strategy enablement

Bridgeway Security Solutions

Bridge House
 Buckingham Business Park
 Cambridge
 CB24 4UQ
 +44 (0)1223 979 090
 info@bridgeway.co.uk
 www.bridgeway.co.uk

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With the inclusion of the Bridge Train option for co-managed services, you'll create a seamless user experience for your mobility programme, reducing support time for your IT organisation.

Features and processes

Bridgeway will perform an initial assessment health-check, evaluating your current configurations against relevant best practices, whilst identifying areas for potential improvement. From this, our technical consultants will complete a Statement of Work documenting recommendations and define a clear end-to-end process of how the system will be managed/administered going forward.

Once this is signed off, an implementation date is set and the service is phased into production. Bridgeway will be in communication with your organisation throughout this process to update you and your team, to ensure project success at each stage against mutually agreed success criteria.

	Bridge Manage	Bridge Host	Host & Manage
Where is the server located?	On premises OR MobileIron Cloud	MobileIron Core servers hosted in ISO27001 approved datacentre	MobileIron Core servers hosted in ISO27001 approved datacentre
Who manages the hardware?	Customer	Bridgeway	Bridgeway
Who administers the system?	Customer (on premises) or MobileIron (cloud)	Bridgeway	Bridgeway
Who manages the MobileIron platform?	Bridgeway OR Customer and Bridgeway (co-managed)	Customer	Bridgeway
What support is included?	24x7 Bridge Support	24x7 Bridge Support (includes hardware and network related support)	24x7 Bridge Support (includes hardware and network related support)
IronWorks reporting included?	Yes* (not available yet on MobileIron Cloud)	Yes	Yes
How is the service billed?	Per user and service credit packs	Per user and service credit packs	Per user and service credit packs
How is it managed?	Fully managed OR co-managed	Co-managed	Fully managed
Is MobileIron training included?	Yes* (co-managed only)	Yes	No
Does it include MobileIron licences?	No	No	No

MobileIron licences are purchased separately, if and as required, for the service being provided. Bridgeway is able to recommend, supply and support these licences too, delivering a single procurement route for your mobility project.

CUSTOMER RECOGNITION

"Professional, friendly and patient."

**SENIOR INFRASTRUCTURE ENGINEER,
CAPULA INVESTMENT SERVICES**

"Always so knowledgeable and helpful."

**IT NETWORK ENGINEER,
PRINCESS ALEXANDRA HOSPITAL**

"The success of our ongoing mobility project and resulting cost savings, is a direct result of the expertise and help that Bridgeway has continued to offer us."

**NETWORK SUPPORT MANAGER,
TORBAY COUNCIL**

"The deployment process was seamless. It's also allowed me to step back to a near zero-touch role, confident in the knowledge that the mobility needs of all our employees are being met."

**INFRASTRUCTURE MANAGER,
ESG**

Bridgeway Support:

98.5%
customer satisfaction

99.4%
SLA compliance

For more information contact us at:

info@bridgeway.co.uk
or call **01223 979 090**

ABOUT BRIDGEWAY

Bridgeway is an information security and risk management specialist with proven experience in delivering security solutions around mobility, cloud and security intelligence.

Bridgeway offers a holistic approach to understanding business issues and matching superior solutions through our depth of marketplace understanding, consulting expertise and using trusted vendors to deliver sustainable advantage. Our vision-led approach takes products, policies, processes and people into account, helping customers overcome security and risk challenges and enhance their business.