



SAMSUNG SDS Zero Touch Mobility for servicenow.

Manage end-to-end mobility lifecycle management hyperautomation natively within your ServiceNow instance

A solution unlike anything on the market – Zero Touch Mobility for ServiceNow provides hyperautomation for the lifecycle management of COBO/COPE and BYOD devices. Support your mobile strategy with cradle-to-grave device lifecycle workflows; all operated from a single control tower in your ServiceNow instance. Make your mobility management effortless and enjoy zero-touch EMM/UEM enrollment, unenrollment and forward/reverse logistics transactions.

Zero Touch Mobility for ServiceNow brings a touch-free experience for your organization's administrators while enhancing end-user satisfaction and productivity.

Effortless logistics

- * Complete end-to-end lifecycle management of mobile devices, from procurement and fulfillment to management, support, and replacement.
- * In most cases, eliminate the need for staging, kitting, and IT/Help Desk involvement in the final configuration.
- * Advanced reverse logistics ensure that broken and end-of-life devices get where they need to go, spare pools and advanced exchange workflows are seamless, and that your end-users get up and running without delay.
- * Enjoy the experience of working with one of the largest logistics companies in the world to handle your mobility needs.

Comprehensive management tools

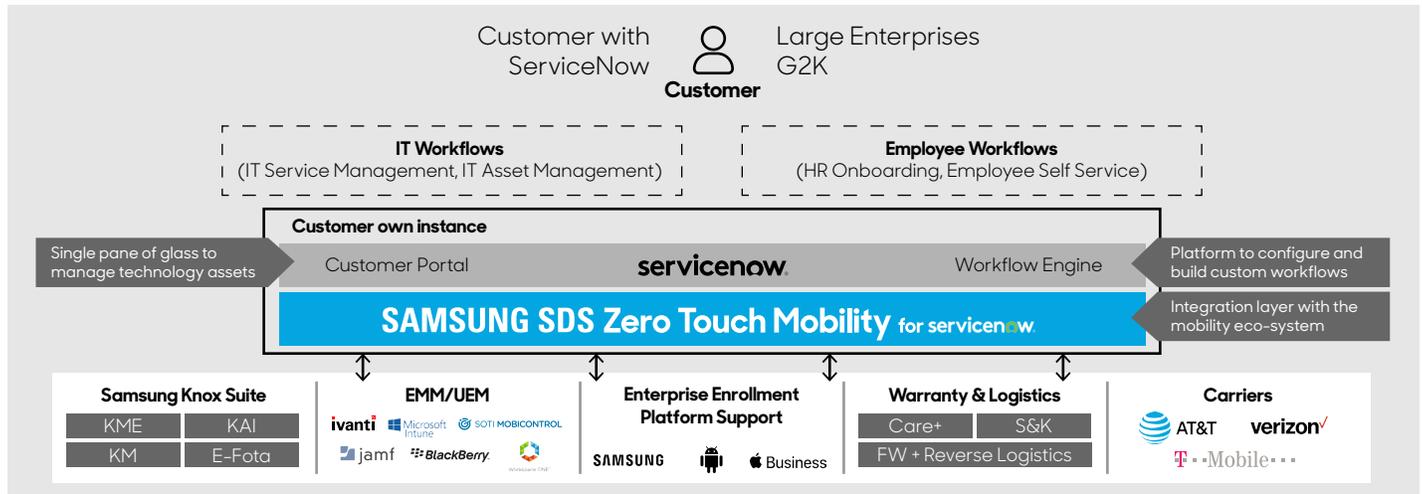
- * Enroll and unenroll Android and IOS devices from all major EMM/UEM Platforms all from a single pane of glass – eliminating swivel chairing from IT teams.
- * Synchronize data from multiple siloed systems to ensure your inventory is always accurate.
- * Easily handle staging and kitting, as well as wiping, and recycling or reclaiming devices from a single window.
- * Monitor device status automatically, from battery health, app usage, data usage, network connectivity performance, and all other relevant data.

Automate workflows, reduce TCO

- * Automate enrollment workflows and device locking and unlocking – immediately wipe devices as part of a reverse logistics workflow or time based on input from shipping company systems.
- * Encourage end-user self-service with easy to use native portals and automated workflows, saving IT employees time and increasing end-user satisfaction.
- * Reduce TCO of your EMM by up to 650% through automation and advanced preventative techniques.

Architecture - Hyperautomation for Mobile

Utilizing centralized Control Tower to automate all Mobile Lifecycle Management



Key Functions

-  **Hyperautomated workflows**
Fit automated workflows into your ServiceNow instance for quick task completion with no swivel-chairing.
-  **Simple inventory management**
Synchronize with all major UEM/EMM platforms to automatically manage device lifecycle, easily catalog device populations.
-  **Uncomplicated EMM**
Set enrollment profiles, unenroll, synchronize device data and wipe devices through ServiceNow or automate processes completely.
-  **Advanced analytics**
Track inventory and monitor individual devices with ease. Work with advanced reporting on natively resident ServiceNow data.
-  **Certified Scoped Application**
Zero Touch Mobility for ServiceNow can be downloaded from ServiceNow's app store and directly integrated into your instance.

Benefits

-  **End-to-end lifecycle management**
Full cradle-to-grave device support with fully automated workflows to simplify device support.
-  **A central control tower**
Say goodbye to siloed systems – integrate your mobile device management platforms and associated service providers directly into your ServiceNow instance.
-  **Greater mobile fleet control**
Hyperautomated workflows help keep device inventory accurate, and bring you a zero-touch forward and backward logistics support system.
-  **Drastically lower TCO**
Automatic workflows initiated by data aggregation from multiple siloed systems bring major TCO reductions while increasing ROI.

Use Cases

- * Device Enrollment
- * Device Un-enrollment
- * Device Replacement and Upgrade
- * Proactive Battery Replacement

FOR MORE INFORMATION

SAMSUNG SDS



www.samsungsds.com/us/
info.sdsa@samsung.com



[Samsung-sds-america](https://www.linkedin.com/company/samsung-sds-america)
[SamsungSDSA](https://twitter.com/SamsungSDSA)