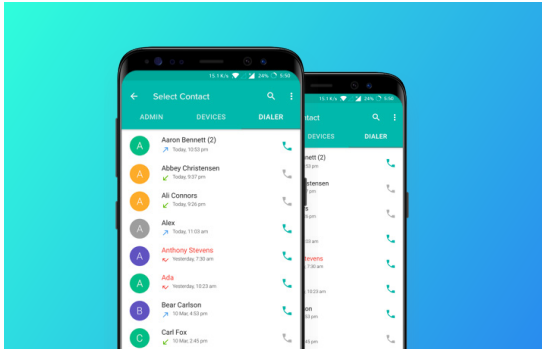


Scalefusion EVA Communication Suite

Secure, Manage and Streamline Team Conversation with the Power of Unified Enterprise Communications



Overview

Organizations with employees working from remote locations need to consider two critical aspects. First, to ensure that their devices are business-ready and secure. Second, to build a secure communication system across the device users. A convergence of MDM and Unified Communications can achieve both goals.

Benefits

- End-to-end encrypted chat messages
- Share content over a secure communication
- Setup secure group-chat for your teams
- Effective group/team management features
- Personalized chat and calling for your organisation
- Seamless integration with your organization's infrastructure
- Support voice-messaging and image-sharing features
- Immediate Device Activity Alert

Preface

Managed mobility is reshaping the way employees are using mobile devices for business purposes, and when a powerful Mobile Device Management comes with an in-built Unified Enterprise Communication platform, it definitely becomes the game-changer. Effective and real-time communication between team members working from remote locations play the foundation for employee productivity, efficient device usage, precise decision making, and timely business returns.

Now, imagine a scalable Mobile Device Management software that converges the benefits of managed mobility with a Unified Communication platform. The result is a perfect enterprise solution driving secure and streamlined device management while allowing the device users to securely communicate with one another. All with the help of a centralized MDM dashboard!



Why Mobile Device Management and Unified Communications Should Merge?

Your company IT administrators juggle with several device management challenges on a daily basis. The inflow of disparate mobile devices from varied platforms and the associated security concerns multiply their worries. Here, a scalable and powerful Mobile Device Management becomes an apt solution. It enables the IT admin to seamlessly enroll, manage, secure and track employee devices carrying company data, and securely distribute content and apps on the managed devices, from a remote and centralized dashboard.

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So, the MDM solution takes care of one core area where it is solving the major IT pain points. But there's another side to this story. There can be situations when the field executives and remotely located employees confront certain challenges like a sudden device downtime or a tricky customer-related issue. This is when they need to reach out to the team members, managers or IT admin for real-time resolution and expert guidance. A Unified Communications system empowers the frontline or field executives to seamlessly communicate, collaborate and interact with the team members, stakeholders or the IT team using secured communication features, tools and techniques within a controlled and protected environment.

Unified Communications complements the advantages of a powerful MDM solution by adding the much-needed business values like real-time collaboration, secure exchange of data and content, increased employee productivity, faster and better decision-making, improved customer experience, seamless connectivity, cost reduction of data usage and efficient business operations.

Introducing EVA: A Unified Communications Suite offered by Scalefusion MDM

As an advanced and integrated MDM solution, Scalefusion understands the importance of a Unified Enterprise Communications system. EVA Communications Suite is one of the core features offered by Scalefusion MDM. This unique feature works on the fundamentals of a Unified Communications platform by consolidating the way your employees (device users) and field force communicate with one another, the stakeholders and the IT admin. It provides a secure, seamless and centralized communication application across your organization. The communication suite comprises of 3 major elements: EVA Messenger, EVA Phone and EVA Notifications. Let's discuss them one by one.

EVA Messenger

This is a basic yet pivotal chat functionality that allows the device user/employee to communicate in real-time through two-way chat or VoIP calls with the team members and the IT admins. This mitigates several on-field challenges, sudden work or customer related issues and device downtime and assists in remote troubleshooting. The following aspects are applicable in EVA messenger:

Two-Way Chat

- Two-way chat has to be first enabled in Eva Settings by the IT admin on the managed devices

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- The feature can be used by device users/employees as well as the IT admins for two-way chat and VoIP calls
- Apart from texts, device users can also send emoticons and actionable URLs through EVA messenger
- Two-way chat can be exchanged between device users belonging to the same group or profile
- Sent messages can be deleted, edited and copied while received chat messages can only be copied by the employees using EVA messenger app on their devices
- Device user can use the settings on the device to change their display name or picture
- Device users can seamlessly share images as well as voice messages within the chat functionality

Audio Call over VoIP

- VoIP calls can be initiated by the device users as well as by the IT admins
- It is possible only if the admin has enabled two-way chat setting on the devices and only if the devices belong to the same group or profile

EVA Phone

As a part of EVA Communications Suite, EVA Phones takes care of all the contact and call management capabilities. This feature allows the company IT admin to manage unified contact list across all Scalefusion managed devices. It also enables the IT admin to control/restrict/whitelist outgoing and incoming calls at a very granular level. This doesn't only streamline voice call traffic but also ensures that the company can save on overall cellular costs to a great extent. The following aspects are applicable in EVA Phone:

- EVA phone setting has to be first enabled by the IT admin on the managed devices to display the contact list on a device
- IT admins can create multiple contact list, can add specific contacts on the list or upload the contacts in bulk
- IT admin can create multiple contact lists, each of it can be unique and customized for a specific device group or device profile and publish them from the dashboard

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- It allows the device user/employees to initiate or partake in conference calls (a SIM-based feature) with anybody from their contact list
- Enables IT admin to gain better control with custom dialer to perform tasks like disabling speakers and dial pad

EVA Notifications

This part of EVA Communications Suite Provides real-time alerts, updates and nudges regarding the Scalefusion managed devices and allows the IT admin to stay aware of any and every device-related issue. This context-aware functionality enables the IT admin to detect and identify compliance violations, security breaches and device status issues so that he/she is able to take quick and relevant actions on any unauthorised device activity. EVA Notifications provides signals on various activities listed below.

- In case a locked device is unlocked, and an unlocked device is locked
- When an inactive device is suddenly activated, or an active device is inactive
- Nudges the IT admin when a device moves out of its specified geo-fence range
- When a device that had moved out, returns back to the pre-defined geo-fence range
- When a device user/employee inserts a new SIM card in the device
- When a device user/employee attempt to remove the SIM card from the device
- When someone tries to unlock the device and enters wrong password for 3 consecutive times

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Scalefusion Security Measures with EVA Communication Suite

At Scalefusion, we understand the criticality of data security and hence take fool-proof measures to protect corporate data from falling into the wrong hands, especially when it is shared through a tool. We have taken the right steps to ensure that Eva Communication Suite is a totally secure communication medium.

Disable screenshot capture: This mechanism prevents the employee from taking screenshots using the device key combination. The OS shows an error message every time the employee tries capturing screenshot while using the EVA application.

Prevent to show content during recent app view: This security technique prevents the EVA app content from being visible through recent app view. Whenever the device user tries to see the EVA app page in this view, EVA app page shows up like a blank page.

Message data encryption: This ensures that the sent and received messages are always protected. Both the messages stored in the backend and the ones in transit exist in encrypted format. The app database is password protected on the device side.

Business Values Created by EVA Communication Suite

- Proactive team communication helps in effective decision making
- Reduced device downtime drives faster time to market
- Controlled communication platform drives cost reduction
- Remote troubleshooting leads to enhanced customer experience
- Quicker resolutions complement improved employee productivity

Summary

Today, the globally leading companies seek to work with an MDM solution provider who doesn't only help them manage and secure their enterprise devices with ease but also ensure that the managed devices are optimally used to drive holistic process efficiency, employee productivity and business returns within a secured environment. The EVA-powered Scalefusion MDM plays the role of a perfect solution provider that mitigates the IT admin challenges, enhances user experience and expedites business returns.

About Scalefusion

Scalefusion MDM allows organizations to secure & manage endpoints including smartphones, tablets, laptops, rugged devices, mPOS, and digital signages, along with apps and content. It supports the management of Android, iOS, macOS and Windows 10 devices and ensures streamlined device management operations with InterOps.



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