



SERVICE DESCRIPTION: VODAFONE MANAGED DEVICES

DESCRIPTION

Vodafone Managed Devices (VMD) is an end to end cloud based device and application management solution using Microsoft Endpoint Manager (MEM) with zero-touch provisioning, remote management and support for IT admin. This service is for team members who have company owned and BYOD devices.

OPTIONS AND INCLUSIONS

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Component	Managed Device User	Roamer
Windows 10 PC - Mobile Device Management (MDM)	✓	X
Android and / or iOS and iPadOS – Mobile Device Management (MDM)	✓	✓
BYOD Scenarios - Mobile Application Management (MAM)	✓	✓
Remote Device Management	✓	✓
Reporting, Monitoring and Dashboard capability	✓	✓
Security Configurations (Single Sign On, Multi Factor Authentication, Conditional Access Policies etc).	✓	✓
Support Services – Troubleshooting & Change Requests	✓	✓
Real time cloud based updates	✓	✓

SERVICE CONDITIONS

- Prior to commencement, it is your responsibility to ensure:
 - Your Microsoft 365 tenant has been configured to a meet the VMD baseline, this will be determined during the Discovery Workshops engagement
 - All VMD assigned users identities are synchronised with Azure Active Directory (Azure AD)
 - All VMD assigned users (e.g. Managed Device Users, or Roamers) must have a valid Microsoft subscription
- Any Microsoft Office 365, or Microsoft 365 licensed user in your tenant must be assigned a Managed Device Users, or Roamers profile
- All devices must have access to the Internet
- A minimum of 50 Managed Devices User licenses are required. Roamer Users are available to be added to the Managed Devices Service. There is no maximum number of Roamer Users that can be added to the Managed Devices Service
- The VMD service will be connected to your Microsoft 365 Tenant. In order to facilitate the service various access permissions are required from Vodafone as well as third parties. Vodafone require Delegated Administration access for provisioning, management and reporting purposes. You will be sent a welcome email with a link to grant delegated administration access
- Pricing is per user. A maximum of 5 devices per Managed Devices User, and maximum of 2 mobile devices per Roamer User, applies. For additional devices, charges may apply
- Actual monthly charges will be based on the number of active licensed users in your Azure Active Directory. An initial Discovery Workshop is required for a one-off charge of \$2,500 per customer, which will be credited back on your first month’s bill after full implementation of the Service
- A graduated early termination charge will apply for cancellation of the service within the first 12 months, on a per user basis
- Minimum operating requirements and minimum licensing requirements apply
- Customisations of the VMD service is limited to the agreed VMD Customer configuration settings. If additional customisations are required, this may incur additional professional service fee
- Application management is available for an agreed set of applications within the VMD service. These are:

MASTER SERVICES AGREEMENT



SERVICE DESCRIPTIONS

- Applications available from either of the following public stores; Microsoft Store, Apple App Store, or Google Play Store
- Common Win 10 applications supported by Patch My PC
- All other applications can be deployed to VMD devices at an additional professional service fee
- The maximum number of applications that can be included as part of onboarding is limited to the following. Additional apps may incur additional charges.
 - Windows – 10 apps
 - Android – 10 apps
 - iOS / iPadOS – 10 apps
- The VMD service maintains firmware and operating systems at manufacturers recommended Generally Available (GA) release versions
- Vodafone do not support Android Enterprise Enrolment Program (formerly Zero-Touch)
- Availability of the SLAs offered by the VMD service is limited by the availability/SLAs of the underlying technology used, e.g. Azure AD, MEM and/or other 3rd party products included as part of this service such as Patch My PC