

manage the mobile user experience 24/7

With the Mobile Monitoring Service (MMS) you have a real-time view on the overall status of your employees' mobile experience.

Smart warning algorithms alert your IT team on real issues with in-house applications, network or server outages, both for on-premise as for cloud components.

Measuring everything.

Our innovative approach allows us to go beyond the capabilities of traditional monitoring systems, we don't measure the availability of a server, we measure the total functionality.

About the user experience.

We take the employee perspective and provide a detailed view on the mobile experience!

All the time.

MMS is a managed cloud service operated by mobco. It is based on software robots controlling physical devices, running tailored scripts based on the customer needs; continuously, 24/7.



POWERED BY
Quamotion
Mobile test automation

What is MMS ?

- Continuous mobile monitoring
- On-premise and cloud apps
- Public and in-house apps
- Smart warning system
- No local footprint

Value for the business ?

- Real time monitoring
- Decrease time to fix
- Increase service availability
- Improve the mobile experience
- Reduce operational costs

We tailor the monitoring script and smart warning system to your needs. So you only get the important alerts and at the right time!

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mobco
we mobilize your business

FAQ

What is the 'mobile user experience'?

Your employee registers a new device for work, gets business apps, email, and uses the device, apps, content on any network; the combined availability and functionality of every component adds up to the mobile user experience.

Why is this service unique?

We approached the monitoring problem from a completely different angle. We didn't try to develop probes that run on every system, that's a lot of work and will never be complete. Instead we took the employee perspective and focused on continuous testing using physical devices.

Is this service available for on-premise AND cloud components?

Yes, it doesn't matter where the components are located. We take the 'employee position', we use actual devices to test the entire experience. From enrolment on an 'outside' network, up to the retirement of a device, and everything in-between.

How does it work?

Together with Quamotion, we have developed a programmable software robot that can execute commands and understand the screen feedback, all within the context of an Enterprise Mobility Management platform (EMM).

The robot executes a script, it registers a device, installs apps, sends email... even uses in-house developed apps. These tests run continuously and provide detailed data that is interpreted in real-time to fuel the smart warning systems.

A script is always from A to Z?

We like to show you all capabilities, but for sometime only a subset is required with focus on business apps. Important to know is that the robot can be learned to control just any app, also those you have developed specifically for your business.

What triggers the smart warning system?

When building the robot's script, we need to understand the importance of each of the steps in the test. You might have non-business critical apps that should never wake up your IT staff at night when failing, others might be far more important and can't have a long downtime. The smart warning system uses an algorithm that takes into account the importance and frequency of the failure so the IT team only gets the important alerts at the right time.

Can we measure the quality of the service?

Yes, because aside the complex scoring of each test and the overall script, we also measure the time it takes to execute and the final result.

Combining time for execution, the mobile result and the back-end result, we get a 100% correct view on the performance and quality of the infrastructure.

Why use physical devices to run the tests?

When using emulators, to date, it is not possible to test every aspect of the mobile experience such as device enrolment in EMM, VPN or per-app-VPN usage, hardware embedded security mechanisms, etc...

When we want to measure the real state of the total infrastructure we need to include every aspect.

Can we run the monitoring service on our own servers?

In theory you could, but what's the point testing from the inside when your employees are on the outside? Several practical reasons make a remote service the best solution.

How about security and privacy of our data?

We need to test the production services, so we require test user accounts with limited capabilities. For example, email can only be send to certain address, data access is limited to certain areas. All collected information is stored in a private cloud only accessible by the IT administrator.

Why would this service improve my service uptime and reduce operational cost?

We make sure you know about an issue before your users call you AND we tell you exactly what is going wrong. The detailed logging comes from your most tech savvy employee; the MMS robot. This simplifies and reduces troubleshooting time.



Contact us to find out how you could improve the uptime of your infrastructure thanks to the mobile monitoring service.

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