

## Managed Mobility Service (MMS)

The EIS Managed Mobility Service supports mobile computing by allowing government workers to use agency-owned and personal mobile handheld devices (smartphones and tablets) to access agency networks, data and applications in accordance with the agency's IT security policy. This, and MMS's central administrative interface, can help ease an agency's transition to a more complex mobile and communications environment where an increasing number of mobile devices are used by agency personnel.

The main capabilities of the service are:

- Mobile Device Management (MDM).
- Mobile Application Management (MAM). Enables the setting and enforcing of rules regarding the applications that can be used on devices.
- Mobile Content Management (MCM). Ensures the secure use of agency data.
- Mobile Security
- Deployment Support

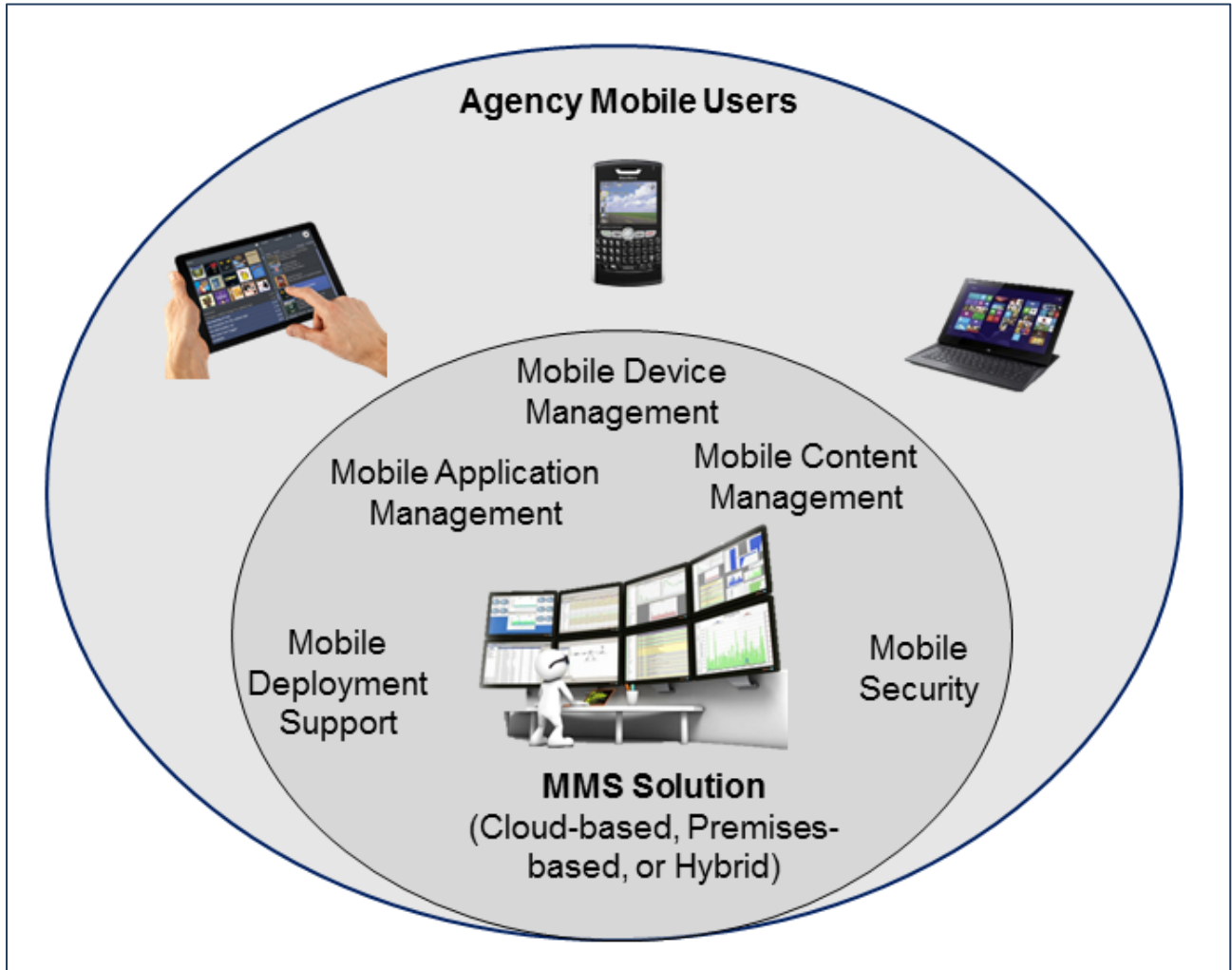
MMS is offered as a cloud-based, premises-based, or hybrid solution.

**Category:** Managed Service

**Complementary Services Needed:** In order to use MMS, the agency may need one or more of the following EIS services or equivalent: Access Arrangements, Wireless, and Internet Protocol Service.

**Definitions:** Please see EIS contract [Section J.12 Glossary of Terms](#) for clarification of technical terms and acronyms.

*Figure 1—Managed Mobility Service provides central control of mobile devices*



## 1. Why an Agency Might Select this Service

- MMS reduces the security and operational risks associated with agency personnel using an increasing number of mobile devices—both government and personal—to do their work.
- The data security features of MMS can help to improve operational efficiencies by enabling agency personnel to easily and securely share data via their mobile devices.
- MMS facilitates the transition from a legacy mobile environment to one that better supports smartphone and tablet technologies.

## 2. Examples of How MMS Could be Used

- **Obtain Data for Optimum Mobile Plan:** An agency could use MMS to advantageously configure its wireless plan based on usage data analytics. The analytics give an agency an evidence-based process to settle any disputes with carriers, and could also help the agency select the lowest cost wireless service that satisfies the agency's documented needs. The GSA's [Mobile Lifecycle & Expense Management User Guide](#)<sup>1</sup> notes that these capabilities are vital, and can help an agency realize as much as a 25% cost savings off its wireless services.
- **Security for Personally Owned Devices:** An agency could use MMS to provide secure administration of mobile devices that are linked to its network. The agency would be able to manage those devices remotely, and thus keep its data secure, even if it doesn't have physical ownership or control of the devices.
- **Reduction in Number of Devices:** An agency could use MMS to integrate its existing communication technologies thereby allowing it to replace multiple mobile devices (e.g., laptop, cell phone and tablet) with one mobile device. This would reduce the agency's costs, enhance productivity and enable end users to get faster activation of their selected devices.
- **Data Protection for Lost or Stolen Devices:** An agency could use MMS to ensure it can quickly disable and wipe any lost or stolen registered mobile device.

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<sup>1</sup> U.S. General Services Administration. "[GSA Managed Mobility Program: Mobile Lifecycle & Expense Management User Guide](#)."

### 3. Key Technical Specifications

NOTE: This portion of the service guide has been abridged due to space considerations. For full technical details on MMS, please refer to EIS contract [Section C.2.8.6 Managed Mobility Service](#).

**Table 1—MMS Technical Capabilities**

<b>Capability</b>	<b>Description</b>
<b>Mobile Device Management (MDM)</b>	<ol style="list-style-type: none"> <li>1. MDM capabilities</li> <li>2. Device Enrollment – adding a device to the MDM management domain</li> <li>3. Device Profiles per-user and per-group</li> <li>4. Device Feature Management</li> <li>5. Data Management</li> <li>6. NIST SP 800-126 Security Content Automation Protocol (SCAP) support</li> <li>7. Device Inventory Management and Reports</li> <li>8. System Performance Reports</li> <li>9. MDM Security/Compliance Reports</li> <li>10. Task Order (TO) level capabilities</li> </ol> <p>Refer to the EIS contract for details of above capabilities.</p>
<b>Mobile Application Management (MAM)</b>	<ol style="list-style-type: none"> <li>1. Application Deployment</li> <li>2. Mobile Application Store (MAS)</li> <li>3. Application Security</li> <li>4. TO level</li> </ol> <p>Refer to the EIS contract for details of above capabilities.</p>
<b>Mobile Content Management</b>	MCM enables secure mobile access to content anytime, anywhere, and on any device. It protects sensitive content and provides users with a central application to securely access, store, update and distribute documents.
<b>Mobile Security</b>	Refer to the EIS contract for extensive detailed listing of Mobile Security capabilities.
<b>Deployment Support</b>	<ol style="list-style-type: none"> <li>1. Deployment</li> <li>2. Enterprise Systems Integration</li> <li>3. Training</li> <li>4. Help Desk</li> </ol> <p>Refer to the EIS contract for details of above capabilities.</p>

NOTE: The EIS contract lists no MMS features.

## 4. Pricing Basics for MMS

Please visit the [EIS Resources Listing](#) and locate the [Basic EIS Pricing Concepts Guide](#) to gain an understanding of EIS pricing fundamentals.

### 4.1 Access Arrangements

Appropriate access arrangements must be selected for each endpoint. Please visit the [EIS Resources Listing](#) and locate the [Access Arrangements Guide](#) for more detailed information.

### 4.2 Service Related Equipment (SRE)

- SRE must be chosen based on equipment required for an on-premises deployment.  
NOTE: SRE uses catalog-based pricing.
- Request that contractor provide pricing for any SRE that would be required, in addition to the agency's existing infrastructure, to deliver the service.
- Please visit the [EIS Resources Listing](#) and locate the [Service Related Equipment Service Guide](#) for more detailed information.

### 4.3 MMS Price Components

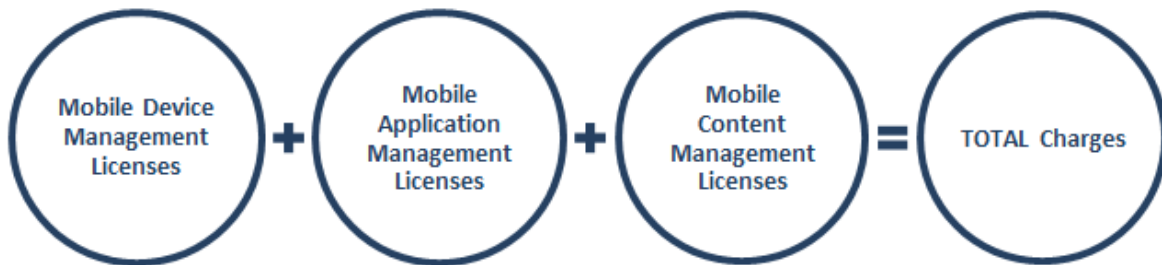
The price structure for MMS consists of the components shown in *Table 3* below.

**Table 2—MMS Pricing Components**

<b>Component</b>	<b>Charging Unit</b>
Mobile Device Management License (MRC)	Device, User (up to three devices)
Mobile Application Management License (MRC)	Device, User (up to three devices)
Mobile Content Management License (MRC)	User

*Figure 2* below shows how the pricing components in *Table 3* are combined to produce the total cost for the service.

**Figure 2—This figure shows how the various pricing components in Table 2 would be combined to calculate the total MMS charges. NOTE: One or more of these components may not be needed to price a particular service.**



The charges for the different components in *Figure 2* are calculated using details provided in the pricing tables in EIS contract [Section B.2.8.6 Managed Mobility Service](#). (Please visit the [EIS Resources Listing](#) and locate the [Basic EIS Pricing Concepts Guide](#) for instructions on using the pricing tables to compute the cost of a service.)

NOTE: A contractor may offer a custom variation of the service to meet an agency's unique requirements. Such a customization would be identified with a Task Order Unique CLIN (TUC), and would include charges that would have to be added to the components in *Figure 2* to determine the total cost of the service.

## 4.4 MMS Pricing Examples

### **Example 1: On-Premises Management of Devices and Applications For 1,000 Agency Users, Each With Up to Three Devices**

#### Service CLINs

- Choose CLIN MM00002 “On Premises MDM License Per User with up to three devices per user” from EIS contract table *B.2.8.6.1.2—MDM [Mobile Device Management] Pricing Instructions Table*.
- Choose CLIN MM01001 “On Premises MAM License Per User with up to three devices per user” from EIS contract table *B.2.8.6.2.2—MAM [Mobile Application Management] Pricing Instructions Table*.
- Multiply the sum of the above two prices by 1,000.

### **Example 2: Provide Secure Cloud File Sharing for 1,000 Users**

#### Service CLINs

- Choose CLIN MM02000 “Cloud File Sharing Per User with unlimited storage (minimum of 1 TB of online storage per user)” from EIS contract table *B.2.8.6.3.2—Content Management Pricing Instructions Table*.
- Multiply the above price by 1,000.

## 5. References and Other Sources of Information

- For more technical details and information on MMS, please refer to EIS contract [Section C.2.8.6](#); for pricing details, [Section B.2.8.6](#).
- For more information on service-related items, please see:
  - EIS contract [Section B.2.10 Service Related Equipment](#)
  - EIS contract [Section B.2.11 Service Related Labor](#)
- Please refer to a contractor's individual EIS contract for specifics on the contractor's MMS offerings.
- For additional EIS information and tools, visit the [EIS Resources Listing](#).
- For guidance on transitioning to EIS, please visit [EIS Transition Training](#) where you'll find several brief video training modules.