



# **Mobile Device Management & Your Device**



# Overview

- ⚡ What is Mobile Device Management?
- ⚡ Why do you need it?
- ⚡ How will Electric be using it to help you?
- ⚡ Should you be worried?

## Mobile Device Management Overview

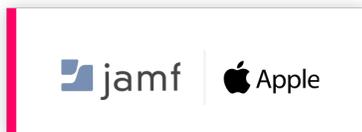
What is Mobile Device Management (MDM) and why am I being asked to install this on my computer?

### 1 First things first, what is MDM?

**Mobile Device Management (MDM)** is software used to help proactively resolve device-level issues and enable the administration of critical operating system patches, upgrades, and policies.

In layman's terms, Electric uses this technology to ensure that your company workstation stays up to date with the software it needs to run efficiently, and the security tools it needs to fend off viruses or hackers.

For Mac users, Electric utilizes [Jamf Pro](#) and for PC users, our preferred solution is [Kaseya](#). Electric has chosen to partner with Jamf Pro and Kaseya because they are considered the best in the market, and byway of this partnership, we proudly provide organizations like yours with a seamless MDM experience.



### 2 Why do I need it?

MDM technology helps Electric proactively **keep your device in tip-top shape** and **troubleshoot** with the least amount of friction.

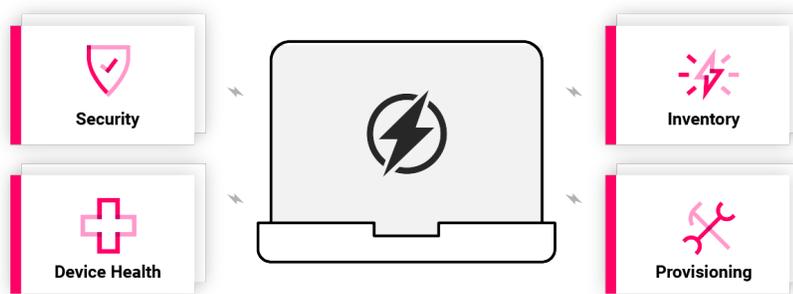
Computer crashes, security vulnerabilities, error messages, slow processing, unexpected software updates that took an hour of your work day away!?... These and more are some of the IT troubles MDM allows us to help resolve and proactively prevent.

### 3 How will Electric be using it?

Electric uses MDM technology to **remotely access your device** and easily provide you with the best IT support possible.

**Why remote access?** We are your IT support provider, you shouldn't need to perform advanced troubleshooting on your device yourself! We remotely access your computer to take the burden off of you when an IT issue occurs.

No to worry, we will always **ask for your permission first** before doing this in real-time over Slack. And you've got proof! All Electric remote sessions are recorded for quality assurance purposes.



### 4 I'm worried about being "spied on"...should I be?

Please don't be. MDM **does not at any time provide** access to your files, keychains, or anything of sensitive or personal nature (like your internet browser history!).

Remote access to your device is never available to Electric unless we first get permission, and we encourage you to observe us while we remotely help you.



**Have more questions?** We're happy to help. Please email us at [onboarding-team@electric.ai](mailto:onboarding-team@electric.ai) for more information.