

# UniverSIM<sup>®</sup> Device Management

Total device control for mobile operators



Mobile operators must manage a vast variety of mobile devices—handsets, PDAs, smart devices, etc.—in use across their networks. An effective set of tools for tracking, provisioning, configuring and updating these devices is the UniverSIM<sup>®</sup> DM (Device Management).

With G&D's DM solution, this implies full device lifecycle management. All devices and their features can be used to

their full potential from the moment they are purchased to the moment they are replaced.

User empowerment translates into self-care tool provisioning so that personal data management on multiple devices becomes standard practice. Personal data persistence ensures all personal parameters are protected from device failures, while user profiling adapts the de-

vice environment to personal preferences, service subscriptions, and corporate needs.

#### **Total control over the handset base**

From remote device configuration towards full device management, UniverSIM<sup>®</sup> DM is set to lay the case for comprehensive device maintenance by enabling operators to keep total control over the handset base.



**Giesecke & Devrient**

Creating Confidence.



The solution detects device changes, diagnoses, and solves device-related problems automatically for CRM purposes. It also enables operators to carry out firmware updates and application downloads, and makes use of the device profile database for marketing purposes. It can also be used by external corporations to manage their own device fleet, as well as by external service providers wishing to know details on end-user device compatibilities.

### Key benefits

- Control devices remotely by shifting configuration tasks from the user side to the operator side.
- Gain in efficiency with OTA device knowledge for automatic service provisioning.
- Perform all troubleshooting operations remotely, without any software agents on the device.
- Target certain devices for service updates and marketing operations.
- Decrease time to market: new devices are immediately supported and configurable.

### Features

- Automatic device discovery, diagnostics, configuration, and update.
- User account and personal data management.
- Over-the-air download settings, application, firmware updates.
- Powerful bulk campaign to distribute settings, applications, firmware updates to a subset of end users.
- Comprehensive, regularly updated device repository, with 750+ devices.
- Support for all device management protocols: OMA CP, OMA DM / FUMO, legacy or proprietary protocols.

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