MiDM™

MiTAC Mobile Device Management (MiDM)

MiTAC Enterprise Utilities

	MiDM	MiLock	MiBattery Pro
Type	Mobile Device Management (MiDM)	Kiosk Launcher App	Battery Monitoring Utility
Plan	Per-device license (1Y / 3Y)	Free, complimentary	Free, complimentary
Remote / Local	Remote cloud console	Local [1]	Local (manual)
Minimum OS	AOS 6.0.1 or above	AOS 9.0 or above	AOS 13.0 or above [2]
Features	Remote app/firmware/files install (OTA) Remote settings configurations App & URL blacklisting Location tracking Remote device control Data usage monitoring Battery health monitoring [2] Restrict UI / Settings access And more	Single/multi app mode App blacklisting Restrict UI / Settings access Custom home screen MiLock configurations can be remotely deployed through MiDM (requires license)	Battery health monitoring Local on-device info and alerts Data reporting is integrated into MiDM

[1] Peer-to-peer via local WiFi / manual
[2] Supported on selected models only. Requires AOS 13+

Contents
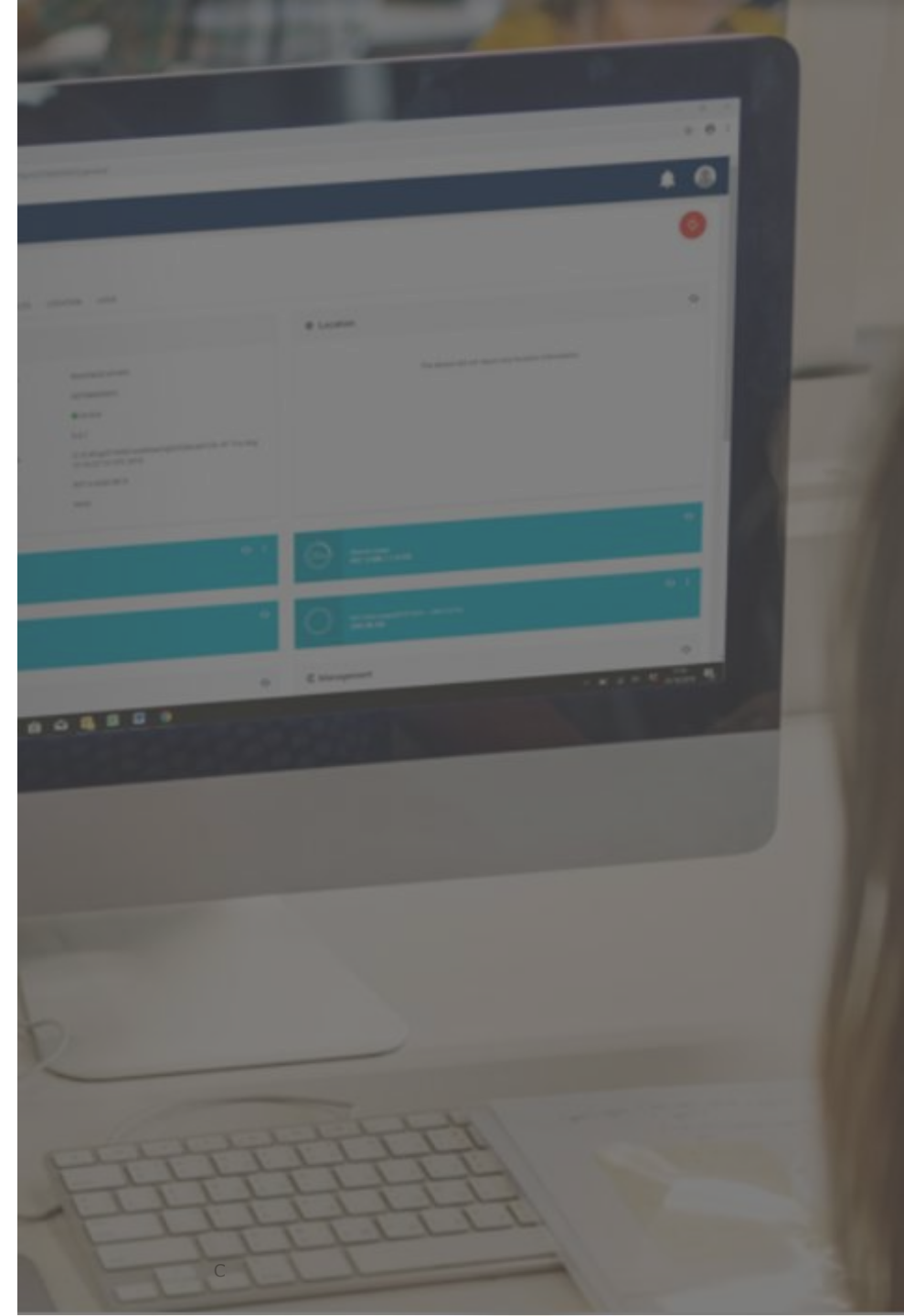
MiDM™

Fast, Secure & Reliable, Enterprise-Grade Mobile Device Management Solution

Comprehensive and cost-effective MDM suite enables business to securely manage all complex mobile deployments in multiple user groups over-the-air from a single management console regardless of geographical location.

- Configure the devices and deploy **application/image updates**, all remotely

- Provide real-time troubleshooting with true instant **remote control** access to deployed terminals

MiDM Console

OTA
Images
APPs
Data
Config.

Locations
Logs
Remote Control

Update Apps or Image via 4G LTE / WIFI Anytime & Anywhere

Quick Facts

Ideal for both SMEs and large-scale deployments

50K+ devices actively managed today

Trusted by leading companies in **Fleet, Healthcare, Hospitality**

Cloud-based (AWS hosted) or **Private on-premise**

License-based services with **scalability and flexibility**

Well-organized **Reseller function** for partners

Tailored for **MiTAC** devices across **Handhelds, Tablets, and Cameras**

Why MiDM? – 1/2

Compared to other leading MDM/EMM's

SIMPLICITY

- MiDM offers all core functions needed and more to manage device fleets efficiently and ensure smooth daily operations.
- With MiDM, there is no need to use complicated controls or scripts. Instead, **devices are configured in 3 simple steps** using an intuitive UI and pre-defined settings.

VALUE

- Unlike competitors there is no need to pay extra for additional functions such as **remote control** or **kiosk launcher.**
- We **do not charge periodic site maintenance fees** like others do.

DEDICATED

- Proprietary and closely integrated to MiTAC Android™ devices, **MiDM offers unique features** that can't be matched when using MiTAC devices on other MDM's.
- With a direct window to both the hardware and software developers, you are an important voice in determining future features and roadmap.

MiDM™

MiDM vs. Others – 2/2

Dedicated, simple and comprehensive

Features	MiDM™	Other MDM's
Install / Update Apps	●	●
Firmware OTA	●	◎ (not plug & play, requires custom scripts)
Remote file access & push	●	●
Device setting configuration	●	●
Kiosk mode functions	●	●
App blacklist	●	●
URL blacklist	●	●
Customise launcher / UI access	● (Individually enable/disable navigation keys, notification panel, status bar, app drawer etc.)	◎ (limited options and flexibility)
Remote device control	●	◎ (may require additional plan/license/app; may support remote view only)
Location Tracking	●	●
Data usage monitoring	●	●
Battery health monitoring*	●	◎

* Supported on selected models only. Requires AOS 13+

MiDM™

What Functionality MiDM Offers

ORGANIZE
- QR onboarding
- Set license policies
- Custom device groups
- Define user roles

DEPLOY
- Apps, Firmware OTA
- Files OTA
- Device settings
- Schedule deployments

RESTRICT USER ACCESS
- Restrict access to Apps, Settings, URL's
- Disable Launcher & UI elements
- Single-app or multiple app Kiosk Launcher

MONITOR
- Live device metrics
- Device battery health
- Device 'last seen' info
- Device sync status

REMOTE CONTROL
- Navigate remote devices in real-time
- Remote file access
- Remote app uninstall/install
- Remote intents & logcat

DISTRIBUTE
(Reseller site only)
- Create & manage child sites
- Sell and distribute device licenses to your customers

REPORTING
- Installed Apps (version)
- Data usage monitoring
- Custom data export
- for external processing

LOCATION TRACKING
- Real-time location on map
- Location /route history on map
- Remote device ping

SIGN UP
for 45-day evaluation trial*

* Contact your MiTAC account representative to set up a trial account

ORGANIZE

PLAN AHEAD

With MiDM, devices can be easily pre-registered ahead of first boot-up to minimize enrolment efforts once devices are in customer's hands.

ONBOARDING

Enrol devices simply by scanning a QR-code. Alternatively register devices manually by SN or batch import (.xlsx).

FLEXIBLE GROUPING

Full flexibility to group devices together by a chosen attribute. For example, by purpose, location, organisational department etc.

DEVICE LICENSING

Manage device license policies and inventory. Enable 'auto-renew' to automatically extend expiring licenses.

DEFINE MIDM ROLES

Assign admin roles based on responsibilities. MiDM dynamically adjusts access to available menu's, tools and features accordingly.

Fig: MiDM's multi-level device grouping

Child-group only

Parent group

DEPLOY – 1/2

DEPLOY AT YOUR CONVENIENCE

Minimize user disruption through a highly flexible 'update plan' that can be set for each configuration profile.

Fig: MiDM's device configuration profile console

DEVICE SETTINGS

Configure device system settings including network settings. Use 'Managed WiFi' to ensure devices only connect to approved networks.

MANAGE APPS

Silently install, update or remove apps, block apps through black- & whitelisting and set 'WiFi only' policies for specific apps.

SYSTEM UPDATES

Ensure devices benefit from the latest firmware, bug fixes and Android security patches through remote over-the-air (OTA) updates.
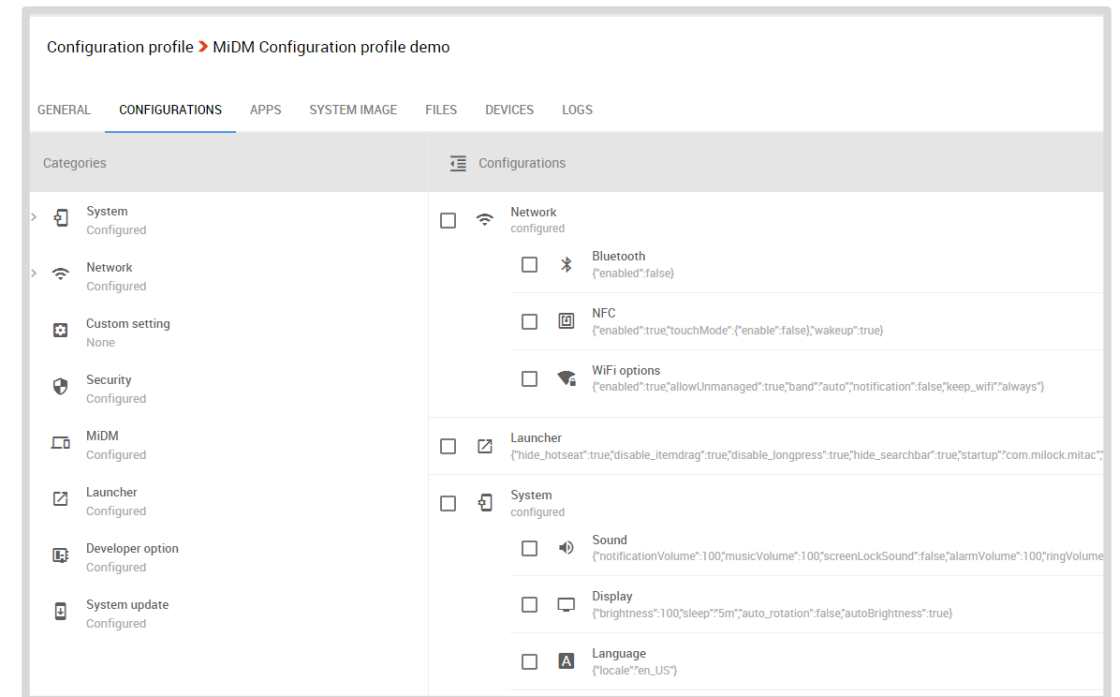
MANAGE FILES

Push and manage files remotely. Deploy file folders with many individual files through the auto-extract (.zip) function.

MiDM™

DEPLOY – 2/2

DEPLOY AT YOUR CONVENIENCE

Minimize user disruption through a highly flexible 'update plan' that can be set for each configuration profile.

Fig: MiDM's Update plan settings UI

PRIORITIZE UPDATES

Prioritize what configurations to implement first: Apps, Settings or Firmware.

DEFINE TIMESLOTS

Schedule updates when devices are least used, such as overnight. Multiple fully flexible timeslots can be defined.

UPDATE VIA WIFI ONLY

Avoid unexpected mobile data charges by restricting MiDM updates to be deployed through WiFi only.

SET REPEAT INTERVAL

Define how often you want a configuration to be re-applied or enforced within the defined applicable time (slot).

MiDM™

MONITOR – 1/2

LIVE DEVICE INFORMATION

Take stock of operational and administrative device information in real-time.

Fig: MiDM's device details UI

REAL-TIME METRICS

View live device information including online status, last time seen, firmware version and active network information including estimated data usage.

INSTALLED APP INFO

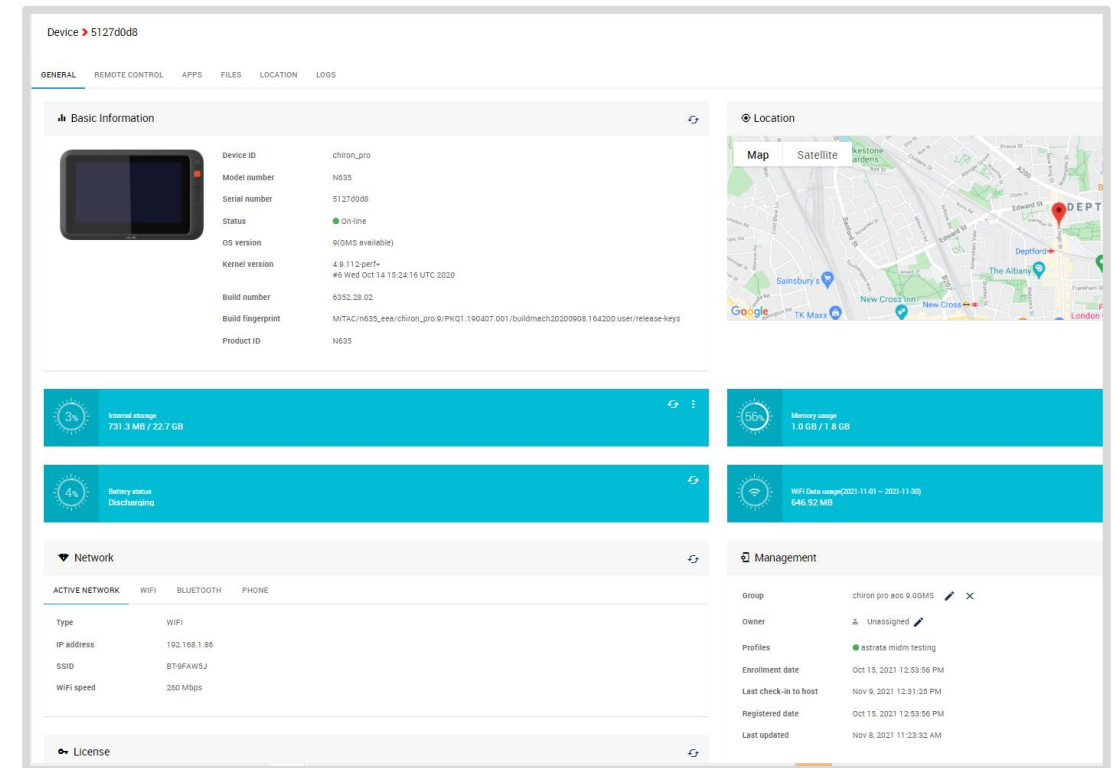Check what app packages and versions are installed on a device. App information for multiple devices simultaneously can be generated in a device report.

DEVICE OWNER INFO

Assign devices to individual users, keep contact details and add notes to keep track of device status and whereabouts.

PROFILE STATUS

Verify the configuration deployment status and progress per device or for a group of devices.

BATTERY HEALTH

Stay on top of device performance and prevent unscheduled downtime through intelligent remote battery health monitoring. **(AOS 13+)**[1]

REAL-TIME BATTERY INFO

View meaningful data points on device battery health, such as cycle count and State-of-Health, showing current capacity as a % of that of a new battery.

PROACTIVE SERVICE ALERTS

When abnormal battery operating conditions are detected, both the device user and the MiDM administrator will be notified so that mitigating steps can be taken.

MIBATTERY PRO APP

Battery monitoring is powered by our complimentary enterprise utility tool 'MiBattery Pro'.[1]

MiBattery Pro collects real-time data on both electrical and physical performance of the battery pack and provides an accurate overall battery health assessment, so you can continue to use our batteries and devices with confidence.

Fig: MiBattery Pro on-device battery monitoring

12:30				
				Good
Charging Cycle	100 times	Charging		AC
Temperature	30℃	Device	Model name : N653 Serial No. : 157396fa	
Voltage	4.2 V	Battery	Type : Non-Removable Serial No. : 157396fa Designed Capacity : 4,000 mAH	
Stage of Charge	80 %			
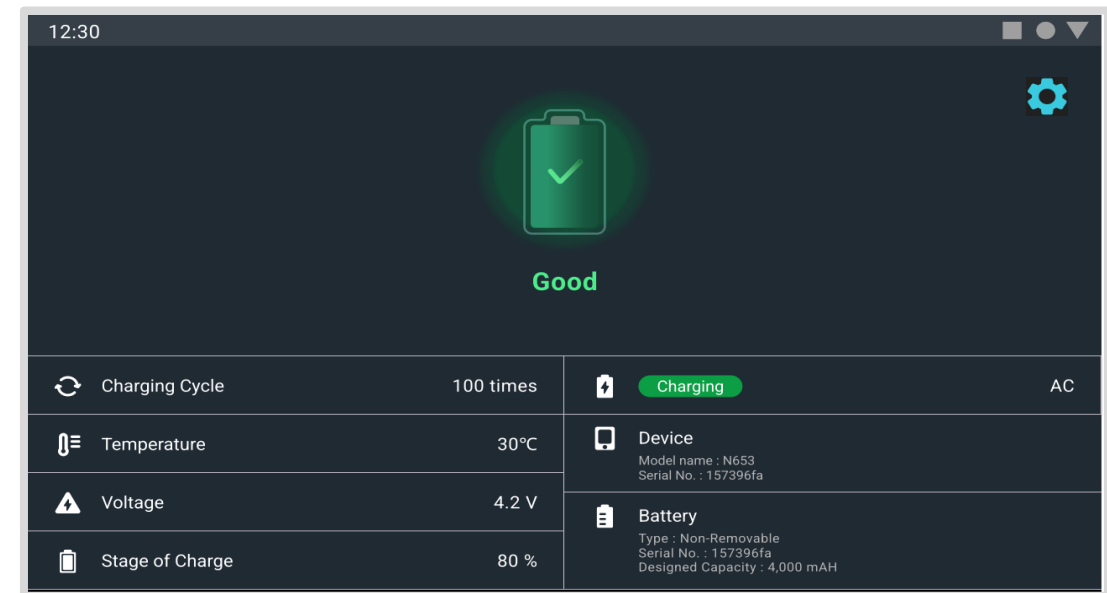
[1] Supported on AOS 13 or above. Requires installation of 'MiBattery Pro' app

REPORTING

EXPORT DATA FOR EXTERNAL PROCESSING

Gain more insight into your managed device fleets through detailed .xls reports for devices, licenses and (customer) sites.

Fig: MiDM's exported device report example

INSTALLED APP VERSION

Quickly cross-check installed app packages and versions details an entire site or specific groups of devices.

DEVICE LICENSE INFO

Gain insight into device license details, such as how many days are left until expiration, license type, auto-renew policies and license qty in the site inventory.

DATA USAGE INFO

Export detailed network and data consumption information for a customised date range. Data can be exported for multiple device groups at once.

BATTERY HEALTH INFO[1]

Gain detailed insight into battery health and operating conditions, such as: cycle count, state of health (SoH) and min/max temperatures.

Devices - General

Requested		Attention if marked red:
From	MiDM Demo Admin	• Device OFFLINE
E-mail	midm@mic.com.tw	• Last seen (>45 days ago)
Date & time	2023-11-13 10:08 UTC	• Enrolment (enabled) = FALSE
Site	svd test day1026	• License expired
Scope	All devices	• Days until expiration (<45

Serial number	Status	Last seen	Device group	Enrolment		Model number
				Enabled	Date enrolle	
1234567812	ONLINE	-	MTUK 5-inch	TRUE	2023-11-03	A505
24121989	ONLINE	-	MioWORK A505	TRUE	2023-11-03	MioWORK A505
74279083	ONLINE	-	MTUK 5-inch	TRUE	2023-11-09	N672
F7W84M00004	ONLINE	-	MTUK 5-inch	TRUE	2023-11-03	MioWORK A545
GXW12E00006	ONLINE	-	MTUK 5-inch	TRUE	2023-11-06	N672
09601E00001	OFFLINE	2021-09-17 09:26:48	-	TRUE	2021-08-30	Rugged Tablet
3d4a682b	OFFLINE	2021-11-11 00:19:39	-	TRUE	2021-11-10	N650
6198aa34	OFFLINE	2023-07-24 19:39:02	-	TRUE	2023-04-14	Rugged Mini Tablet
619daa69	OFFLINE	2021-02-05 13:32:10	-	TRUE	2020-12-18	Rugged Tablet
6FA9DA29	OFFLINE	2023-10-11 13:44:12	-	FALSE	2023-08-09	Rugged Tablet
CL21430081	OFFLINE	2023-02-08 07:50:57	-	TRUE	2023-02-08	CDR
GFA01E22222	OFFLINE	2023-04-26 06:56:34	-	TRUE	2023-04-24	Rugged Tablet
GMR01M00001	OFFLINE	2023-05-24 06:27:17	-	TRUE	2023-05-24	N635
J3051449654	OFFLINE	-	-	TRUE	-	-
cba6e667	OFFLINE	2022-03-29 06:08:00	20220328	TRUE	2022-03-29	Kiron RC9855W
74239092	OFFLINE	2022-10-25 02:14:45	A505 Miowork	TRUE	2021-11-01	N672

[1] Supported on AOS 13 or above. Requires 'MiBattery Pro' app

MiDM™

RESTRICT USER ACCESS

PREVENT UNAUTHORIZED DEVICE USAGE

Increase staff productivity and avoid misuse of devices by controlling user access to apps, URL's, settings and functions.

APP & URL BLACKLISTING

Keep staff productive by allowing access only to approved apps and websites. Prevent installation of - or access to - unauthorized apps.

RESTRICT UI ACCESS

Flexibly lock down user access to menus and UI elements. For example, by disabling app drawer access, prevent swipe-down of quick settings menu etc.

MANAGED WIFI

Allow devices to only connect to approved WiFi networks. Make specific apps available only when the device is connected to a WiFi network.

SINGLE APP MODE

Automatically start an app on boot-up and prevent the user from closing it. Provided through MiDM as well as the 'MiLock' Kiosk launcher app.

Fig: App blacklisting
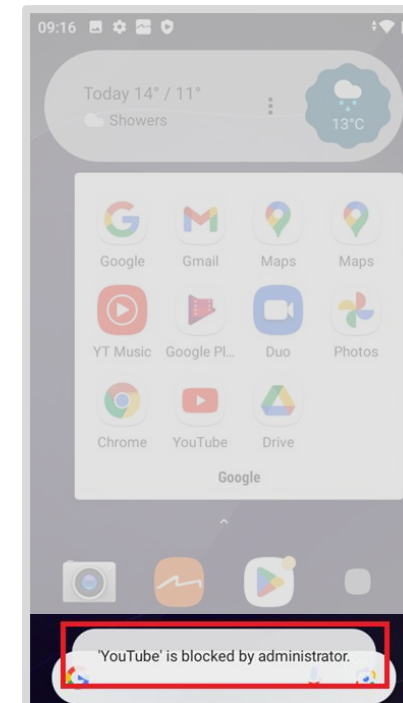
Fig: MiLock Kiosk launcher
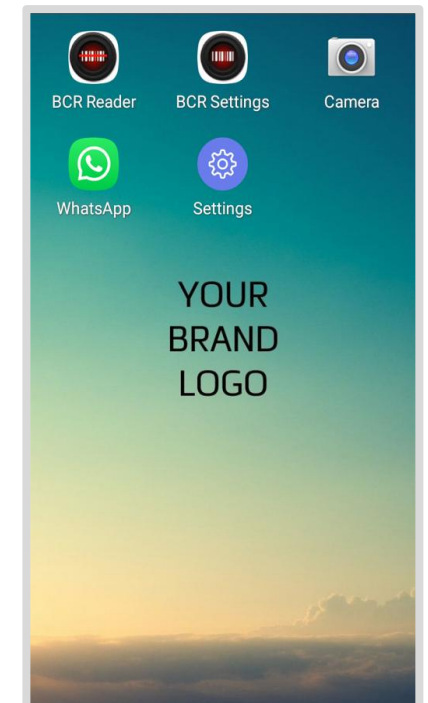
LOCATION TRACKING

KEEP TABS ON DEVICES' WHEREABOUTS

Fig: MiDM's live location & location history

LIVE & RECENT LOCATIONS

View the device's precise location in real-time based on Android's location services and check reported historical locations and routes in a calendar view.
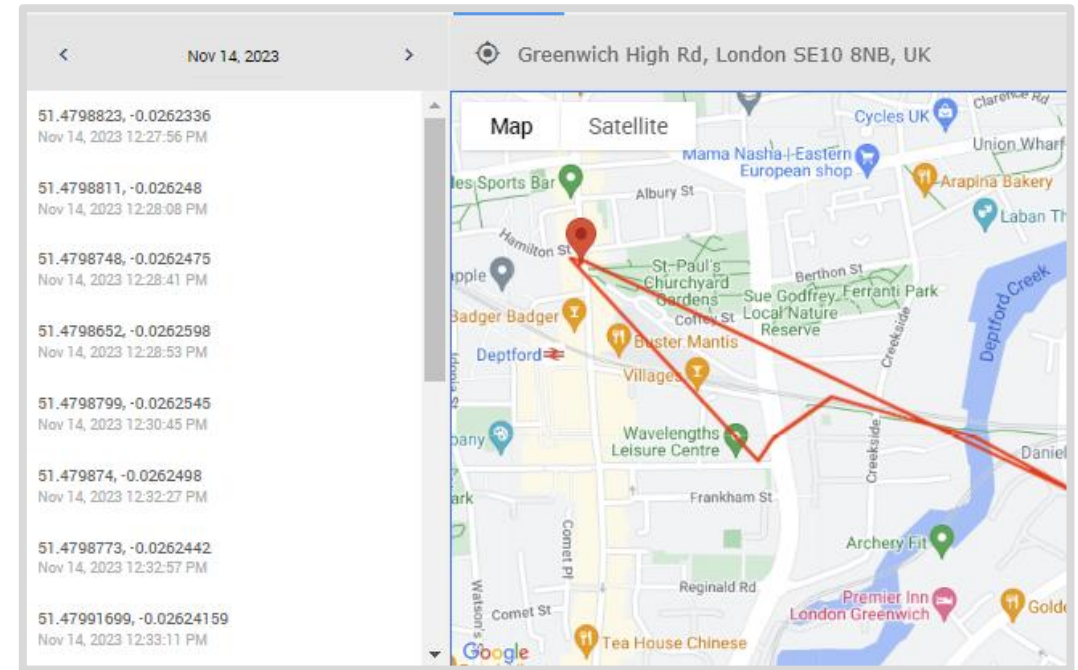
REMOTE PING

Play a sound through the device when the device has been accidentally misplaced.

REMOTE CONTROL

NAVIGATE REMOTE DEVICES IN REAL-TIME

Fig: MiDM's remote control live view and controls

TAKE OVER CONTROL

Navigate the device as if it is in your own hands through your mouse and keyboard. Capture screens and sent messages to the device user.

SECURITY

Remotely wipe a device's user data, perform a remote factory reset or modify the device's lock screen password.
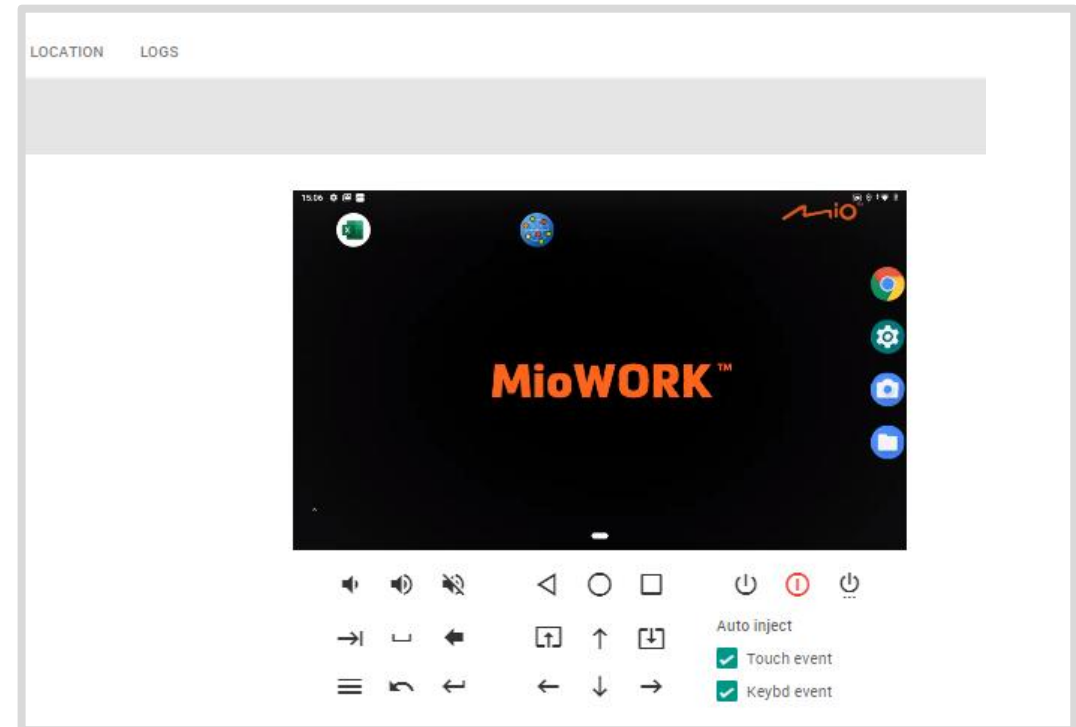
LOGCAT

Use the remote Logcat feature for real-time debugging purposes. View a live stream of device logs during a trouble-shoot session.

REMOTE FILE/APP ACCESS

Remotely access, push, modify or delete folders and files. View installed app versions, install new app packages or remove installed apps from a device.

DISTRIBUTE

BECOME A MIDM RESELLER

Create, manage & supply autonomous customer sites.

CREATE STAND-ALONE CUSTOMER SITES

Create fully functional stand-alone MiDM sites for customer organisations[1] in a few quick steps, without any set-up fee.[2]

Customer organisations have full autonomy in the management and access control of their own site.

DISTRIBUTE DEVICE LICENSES

Purchase and re-sell MiDM device licences with ease and let MiDM contribute to your bottom line.

Licences are stored in the Reseller's licence inventory and can be distributed to end-user sites with a few clicks.

MiTAC Digital Technology Corp.

Customer A
Parent Site
(Reseller Site)

Customer B
(Regular Site)

End-user 1
(child /regular site)

End-user 2
(child / regular site)

End-user 3
(child / regular site)

Example: MiDM's Reseller site structure

[1] Becoming a MiDM Reseller is subject to commercial discussion
[2] Set-up fee applies only to new stand-alone, or Reseller sites managed directly by MiTAC

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MiDM Workflow

1	**Define Configurations** Set and choose desired settings, apps, firmware & files configurations.			

Config profile A   **Config profile B**   **Etc.**

- System settings   • Apps   • Firmware   • Files   • User restrictions   • Etc.

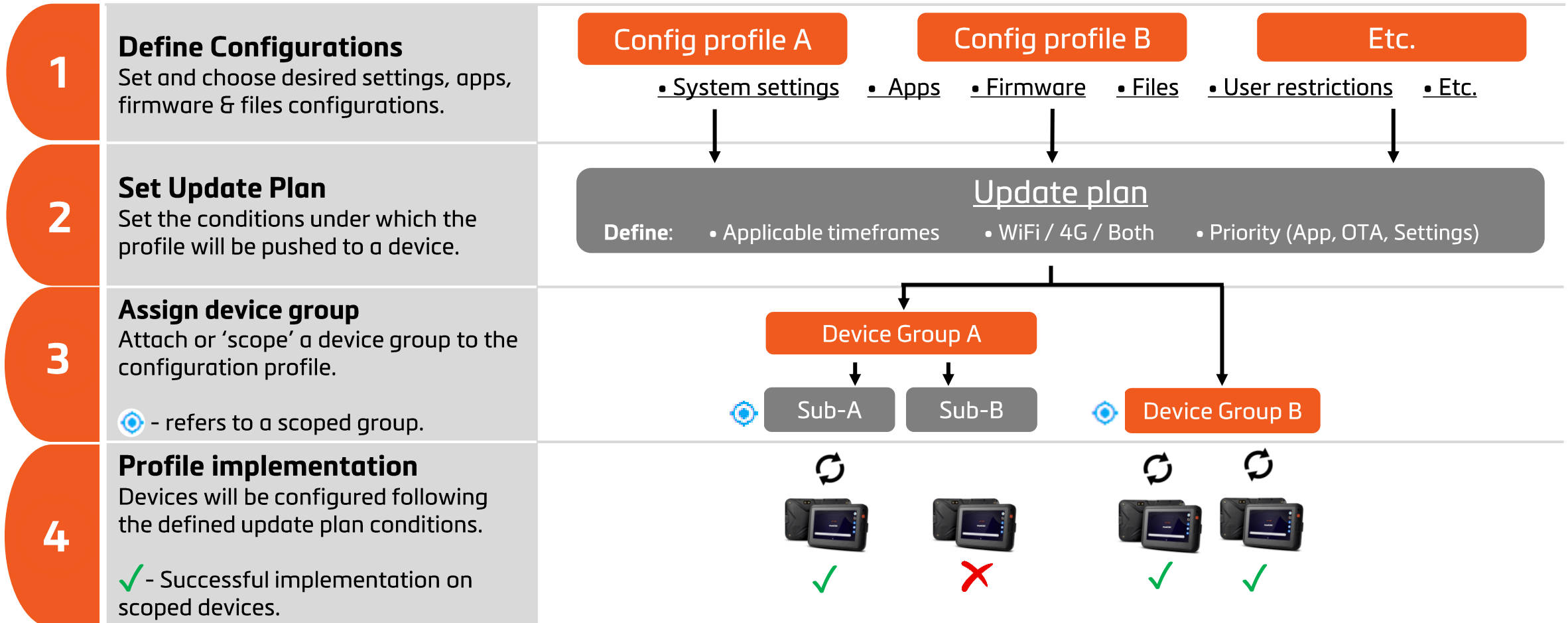|	
2	**Set Update Plan** Set the conditions under which the profile will be pushed to a device.

Update plan

Define: • Applicable timeframes   • WiFi / 4G / Both   • Priority (App, OTA, Settings)

3	**Assign device group** Attach or 'scope' a device group to the configuration profile. ◉ - refers to a scoped group.

Device Group A

◉   Sub-A   Sub-B   ◉   **Device Group B**

4	**Profile implementation** Devices will be configured following the defined update plan conditions. ✓ - Successful implementation on scoped devices.

✓   ✗   ✓   ✓

MiDM™

Hosting & Licensing

SaaS CLOUD HOST (AWS)

Licensing

- 1 Year (per device)
- 3 Year (per device)

Description

The most appropriate and economical plug-and-play option for most users.[1]

Our MiDM server is hosted on AWS for excellent reliability, maximum uptime and is easily scalable as your projects grow.

LOCAL PRIVATE HOST

Licensing

- Time-based unlimited device qty (1Y/3Y)
- Device-based (1Y/3Y)

Description

Most suitable for those organisations that have the IT infrastructure to support it.[2]

Suitable for large scale projects where device management must be hosted locally and privately. For example in Healthcare or Governmental organisations.

Licensing details (Cloud Hosted)

- A license can only be assigned to one device at a time, and two devices during its lifetime.
- All licences require activation within 6 months from issuing. Otherwise, it will expire.

License reselling

- Reseller site is available only on the SaaS Cloud host solution.
- Bulk license purchases can be distributed to multiple child sites. First-buy MOQ may apply.
- Licenses must be distributed to child sites within 6 months of ordering. Otherwise, they will expire.

[1] A one-time setup fee applies for both cloud-hosted and private host solutions
[2] Project-based and subject to commercial discussion. - Customer will be responsible for maintaining their server in-house.

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MiLock

Operate devices in single or multi-app Kiosk mode

With MiLock, user access can be restricted to a single application in 'kiosk-mode', or to a group of approved applications that will replace the traditional homescreen.

Increase Workforce Productivity
Keep staff focused on company-approved applications
Manage and limit access to peripheral functions and device settings

Reduce Maintenance and Support Costs
Run apps in dedicated kiosk mode without requiring developer expertise
Deploy configurations easily via local WiFi network or MDM solution

Personalize Device with Custom Branding
Tailor device to your business with a custom wallpaper and/or title
Whitelist apps in the background without showing their shortcut icons

MiLock

An easy-to-use administrator tool to enhance business operations
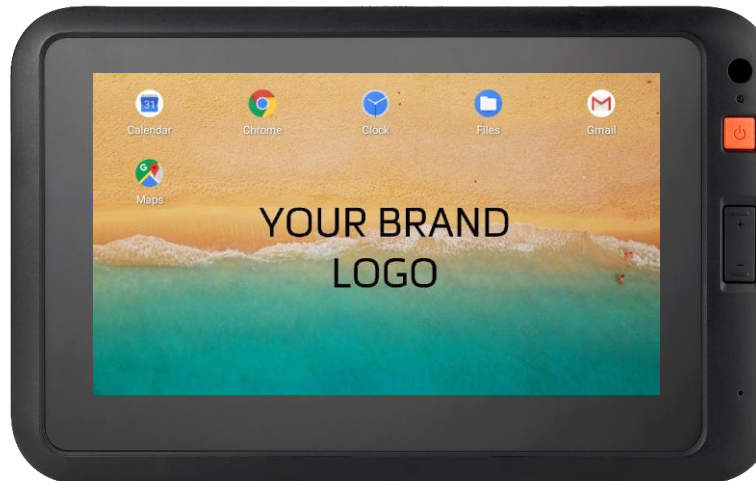
Single App Mode

Turn the device into a single-purpose terminal and user has no way to exit it
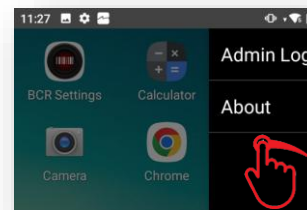
Multi App Mode

User mode in which the user has access to all the applications allowed by the admin

Advanced Function Lockdown

Disable status bar, quick settings, Notification panel and navigation bar

Local Admin Login

Restricted Settings Access

Grant user access to a specific list of settings, such as Bluetooth, WLAN

Home Screen Customization

Brand the device with corporate wallpaper and use custom app names

Wireless Config. Deployment

Through WIFI broadcast or WIFI Direct: Use one device to deploy to many efficiently

AGRICULTURE – GREENHOUSE MANAGEMENT

An early adopter, this Agriculture-oriented solutions provider has been managing hundreds of MioWORK™ A500/A500s devices through MiDM since early 2019. Devices are installed in at least 7 individual greenhouses across 2 different countries and are used to manage greenhouse workers daily tasks.

5-inch MioWORK™ A500/A500s series – approx. 700 devices

Key MiDM Functions

- App & firmware OTA
- MiDM single-app kiosk mode
- Update plan during night
- Managed WiFi
- Display NFC 'wake up'

TICKETING – CULTURE & SPORT VENUES

Using MiDM since 2019, this Ticketing firm based in the Netherlands are currently using MiDM to manage ~430 MioWORK™ A500 and A500s devices. Spread across at least 50 different locations, these devices are used primarily for ticket entry control in football stadiums and cultural venues - such as museums - across the Netherlands.

5-inch MioWORK™ A500/A500s series – approx. 430 devices

Key MiDM Functions

- App & firmware OTA
- Flexible device grouping
- Network configuration
- Simultaneous profile deployment

MiDM™

RETAIL – HIGH STREET STORE CHAIN

A prominent homeware chain store is deploying MioWORK™ A505/A505s devices with integrated 1D/2D barcode scanners in ~45 shops across the Netherlands, Belgium and Germany. Devices are managed remotely through MiDM and are used for inventory management, stock counting and customer service mPOS usage on the shop floor.

5-inch MioWORK™ A505/A505s series – approx. 100 devices

Key MiDM Functions

- App & firmware OTA
- Single-app mode
- App auto-start
- Restrict updates to nighttime
- Restrict WLAN/WWAN usage
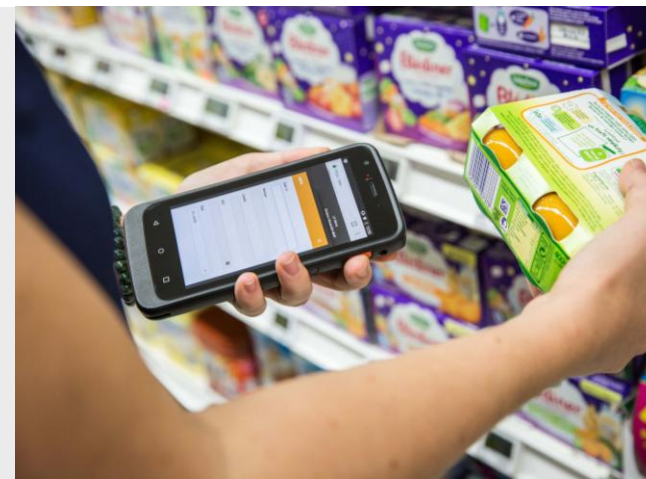
LOGISTICS – AIRPORT OPERATIONS

A prominent International Airlines company is deploying the MioWORK™ L1000 tablet as part of their airport ground operations. The tablet is installed in vehicles using the L1000 active in-vehicle cradle and are used for job dispatch and airport routing purposes. MiTAC's 'MiLock' Kiosk launcher solution is used to operate the tablet in singe-app mode.

10-inch MioWORK™ L1000 series – approx. 80 devices

Key MiDM Functions

- App & firmware OTA
- Blacklisting Apps
- Single-app mode
- Remote MiLock deployment
- Remote control

MiDM™

LOGISTICS – VEHICLE & PASSENGER FERRY

MioWORK L1040 devices are being carried by ferry personnel, and are being utilised for passenger and vehicle check-in. Passenger tickets are printed directly from the tablet using a portable Bluetooth® belt printer and the tablet is further used as a digital manifest to manage cargo and vehicle parking allocation.

10-inch MioWORK™ L1000 series – approx. 75 devices

Key MiDM Functions

- App & firmware OTA
- Update plan scheduler
- Set WWAN configurations
- Remote control

PUBLIC SERVICES – WASTE MANAGEMENT

An innovative waste management software and Telematics provider in Germany remotely manages a fleet of MioWORK F740/740s tablets through MiDM. The tablets are installed in waste management trucks, and are primarily used for job management, optimising bin collection routing and to capture out-of-vehicle evidence where necessary using the rear camera.

7-inch MioWORK™ F740/F740s series – approx. 700 devices

Key MiDM Functions

- MiDM Private Host
- App & firmware OTA
- Update plan scheduler
- Set custom default launcher
- Define custom
  APN configurations

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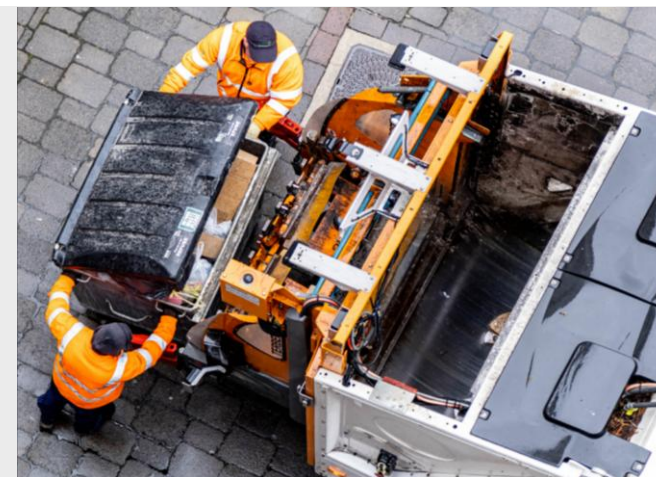
HEALTHCARE – OPERATING ROOM

MioWORK™ L135 and 1005 devices are used in operating rooms (OR), where they are utilised as part of a system designed to eliminate surgical sponge retention in patients during surgical procedures. The tablet is clamp-mounted on an IV pole using a customised device cradle and the 1D/2D barcode scanner is used to check-in and check-out surgical sponges and gauze pads.

10-inch MioWORK™ L1000 series – 10.000+ devices

Key MiDM Functions

- MiDM Private Host
- App & firmware OTA
- Remote control
- Remote troubleshooting

TRANSPORT – FLEET MANAGEMENT

MioWORK™ F740 and F740s devices are deployed as driver terminals in an all-encompassing fleet management system. As part of this system it is used for various purposes, such as route & fuel optimisation, hours-of-service (HoS) and ELD compliance, vehicle inspection and predictive maintenance, as well as driver assessment and training to increase accountability, efficiency and safety.

7-inch MioWORK™ F740/F740s series – 10.000+ devices

Key MiDM Functions

- App & firmware OTA
- Remote control
- One-on-one training & remote troubleshooting

MiDM™

Thank You