Frequently Asked Questions
Mobile Device Management

no.	Question	Answers
1	What is Mobile Device Management (MDM) solution used for?	Mobile Device Management (MDM) is a mobile application that is used by enterprises to take control of devices they have provided to their workforce for official purposes. In summary with MDM you can: 1. Restrict the mobile applications that can be used on the devices and ensure that third party applications cannot be downloaded or installed. 2. Manage basic device settings such as GPS settings, battery level monitoring, enable/disable camera feature & etc. 3. Track device in real-time via a GPS-based platform. Also, able to perform fencing such as Geo-fencing, Time-fencing & Wi-Fi-fencing. 4. Enable Mobile security features where in case of device theft, the device could be located & locked. Alternatively, all the information in the device could wiped out remotely. 5. Provide Anti-virus protection for the device, as well as web security features to black-list or white-list selected URLs
2	How do I avail the service?	To avail this service, you have to be a Corporate or SME customer of Robi. To become a Corporate or SME customer, please talk to an Account Manager who will create your user account in the system and help you with the initial setup of the service and activate the relevant MDM data pack.
3	Do I need to be a postpaid or prepaid customer to avail the service?	You will need to have a postpaid account. Else you have to create a new postpaid account
4	How will my company be charged for the service?	Your company will be charged a monthly fee per device. The monthly charges starts from BDT155 to BDT255 per device, depending on the total number of device that you MDM to be installed. The charges will be included in

		your master postpaid account.
5	What do I get when subscribe to the service?	With the subscription; 1. Each companies will be given a user credential for administrator. The administrator is able to access the web portal, where he/she could manage & control the settings of each of the devices. 2. Each devices will be provisioned a MDM data pack with a 300MB data with 30 days validity. This data pack can only be used for MDM purposes
6	What does each of the users of the devices need to do after that?	Each of the users will need to download 2 mobile apps from Google Play Store; Seqrite MDM & Seqrite Launcher. From there on, the device can be controlled or managed by the company admin.
7	Is the MDM data pack an auto-renewable pack?	Yes, the MDM data packs are auto-renewable for a total of 12 occurrences. Once activated, the pack will auto renew after every 30 days for a total of 11 times.
8	If I have any queries or need any technical support, who can I contact?	You could reach out to your respective account managers or call Corporate Helpdesk at 01819-210952 or 01819-210953 or email to corporate.help@robi.com.bd