

# Why you should choose **42Gears** as your **enterprise mobility management vendor**



## About 42Gears

42Gears is a leader in enterprise mobility management, offering cutting-edge solutions that aim to transform the digital workplace. Delivered from the cloud and on-premise, 42Gears products support all major mobile and desktop operating systems, enabling IT teams to improve frontline workforce productivity as well as the overall IT efficiency. 42Gears products are used by 23,000+ customers across various industries in more than 170 countries and are available for purchase through a global partner network.



**23000+**

Customers



**7M+**

Deployments



**15+**

Years



**200+**

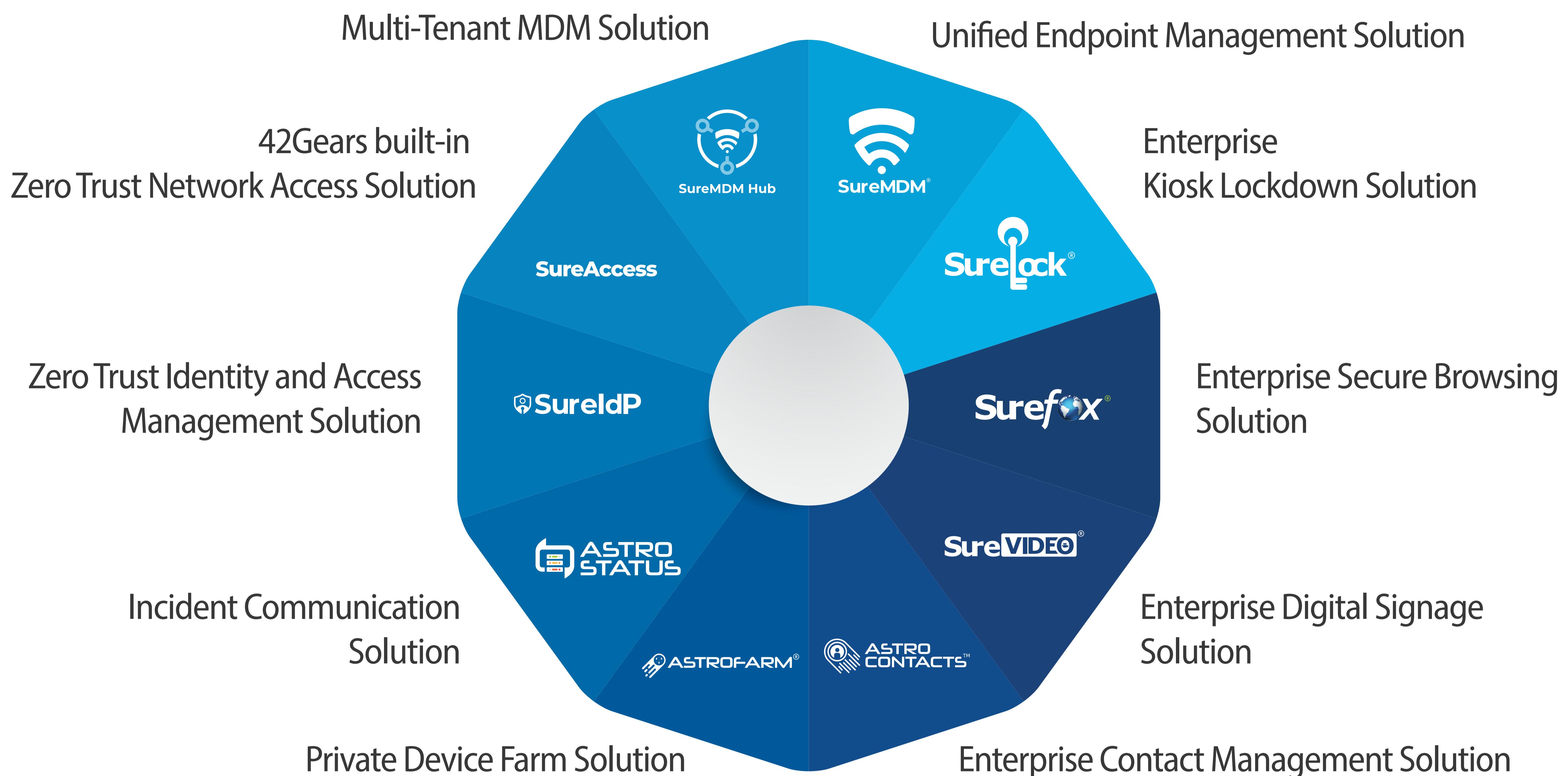
Partners



**170+**

Countries

## Our Products



## Introduction to SureMDM – 42Gears' Flagship Unified Endpoint Management Solution

SureMDM by 42Gears is an intuitive and powerful Unified Endpoint Management (UEM) solution for Android, iOS/iPadOS, Windows, Linux, macOS, ChromeOS, Apple TV, Wear OS, VR, and IoT platforms. With SureMDM, you can easily secure, monitor, and manage company-owned devices (COD, CYOD, COPE) for dedicated-use as well as employee-owned devices used to access company data (BYOD)—all from a single console.



# SureMDM Key Features and Capabilities

## Multi-OS Support

SureMDM supports a range of operating systems, such as Android, iOS/iPadOS, Windows, Linux, macOS, ChromeOS, Apple TV, Wear OS, VR, and IoT platforms. Most vendors in this space don't have extensive OS support like we do, and many don't support Linux devices.



## Things Management Technology for Peripherals

The 42Gears Things Management Technology (TMT) helps companies manage any peripheral or accessory—from printers, RFID readers, handheld scanners to POS systems—that have traditionally been out of the purview of mobility management. IT teams can manage all endpoints, including Things devices, from a single console. 42Gears supports Zebra Printers, Zebra RFID, Zebra Scanners, Epson POS, IRIS Trackers, Teltonika Routers, Datalogic Scanners, and all Bluetooth-powered devices.



## Multi-tenant Hub for Managed Service Providers

SureMDM Hub is a scalable and affordable mobile device management solution designed especially for resellers and Managed Service Providers (MSPs) to help them manage several customer accounts and licenses from a central console.



## Intelligent Camera Blocking with CamLock



CamLock prevents employees and visitors from capturing images or videos of confidential data by blocking their mobile phone cameras while they are inside business premises.

## Enhanced Device Tracking

SureMDM lets you track lost or misplaced devices with features like device location tracking and remote buzz.



## Multi-admin Remote Control for Quick Turnaround Time

A unique feature to SureMDM, Multi-admin Remote Control lets multiple IT admins simultaneously collaborate to run diagnostics on devices and resolve technical issues in real-time.

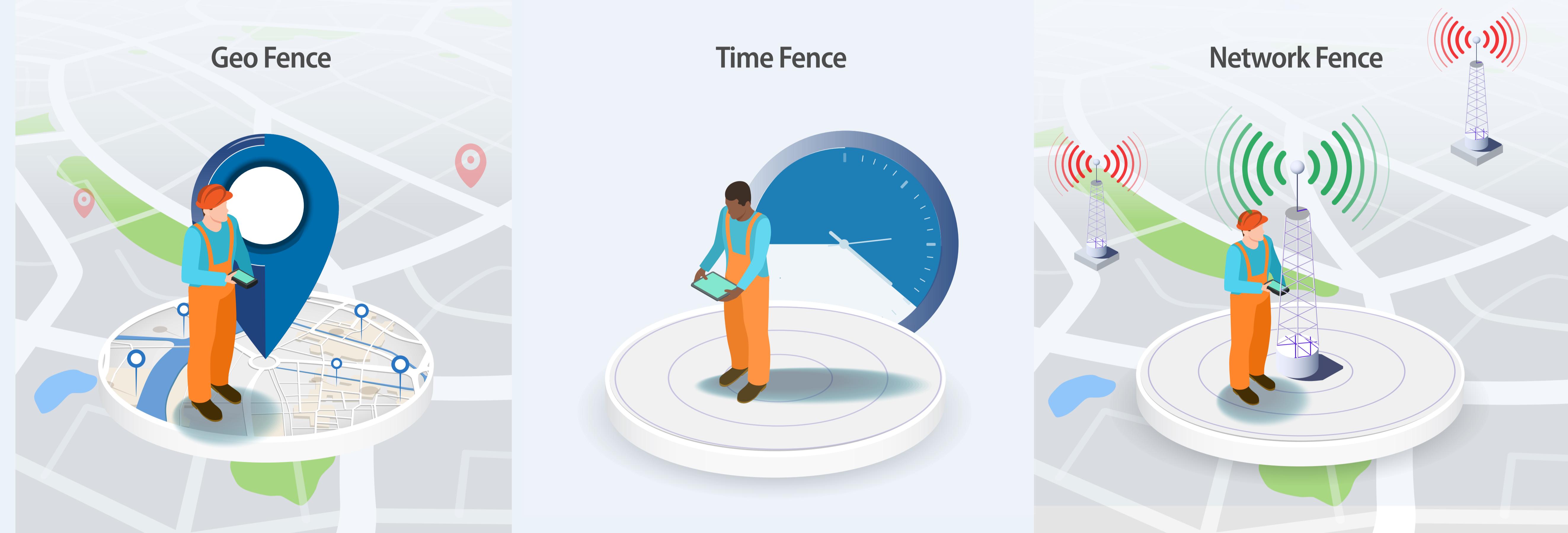
## Real-time Indoor Location Tracking

42Gears is industry's first MDM to have in-built indoor location tracking within MDM (SureMDM InLocate) to help IT admins locate misplaced devices in real-time within retail facilities, healthcare centres, warehouses, or distribution centres.

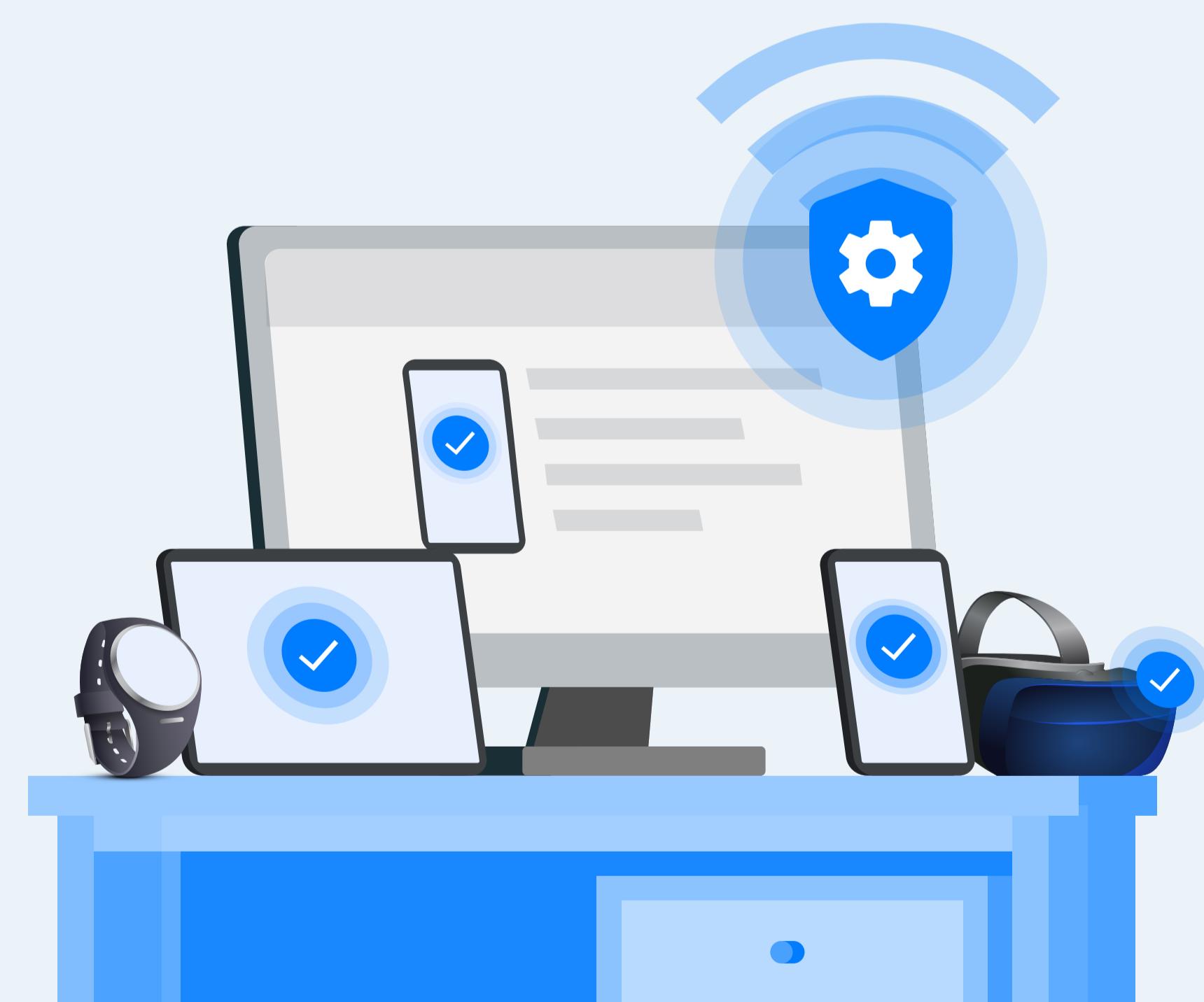


## Digital Boundaries for Security, Location-compliance, and Productivity

Create periodic digital boundaries (fencing) for mobile devices to behave or function a certain way. We are the only UEM provider to offer three types of fencing—Geo, Time, and Network—in all pricing plans.



## Advanced Remote Control



SureMDM Advanced Remote Control enables real-time remote connectivity for faster issue resolution and an improved user experience. With full-screen immersive mode, 3X faster connections, and 2X less data consumption, it ensures seamless remote support. Key features include two-way calling, multi-screen support, and remote screen recording for efficient troubleshooting.

## AI-powered DeepThought

SureMDM is the only vendor to have a one-of-a-kind AI-powered chatbot called DeepThought, which assists IT admins to use NLP to retrieve device-related information within seconds. With DeepThought AI, IT admins can remotely access terminal, retrieve custom script codes, and execute jobs in a click.

## Increased Productivity with Lockdown Tools

SureMDM comes bundled with kiosk lockdown solutions such as SureLock, SureFox, and SureVideo so you can allow access only to certain websites, browsers, and media files that will aid in your employees' productivity.



### An Application Kiosk Solution

Transform devices into dedicated-purpose tools by restricting access to only IT admin approved applications. IT admins can prevent unauthorized app usage, disable device settings, and ensure employees use the device only for work-related tasks.



### A Secure Browser Kiosk Solution

A secure, lockdown browser that allows access only to whitelisted websites. Prevent employees from browsing non-work-related content, ensuring a controlled and safe web experience for business use.



### A Digital Signage and Media Playback Solution

Lock devices into a secure video player mode, ensuring only pre-approved media files can be displayed. This solution is ideal for kiosks and corporate/event presentations.

## Application Management

Simplify app deployment, updates, and access control across multiple platforms. Remotely install, uninstall, and manage apps on enrolled devices, enforce app restrictions, and ensure timely patching. With enterprise app store support, App Config for Windows, and advanced policies like AppLocker, SureMDM provides seamless app governance for both corporate and employee-owned devices.

## Dashboard Customization

Create multiple dashboards with customizable charts for device details, status, alerts, compliance, and analytics. Users can add multiple charts, adjust views based on roles/permissions, and quickly access key insights.

## Advanced Search

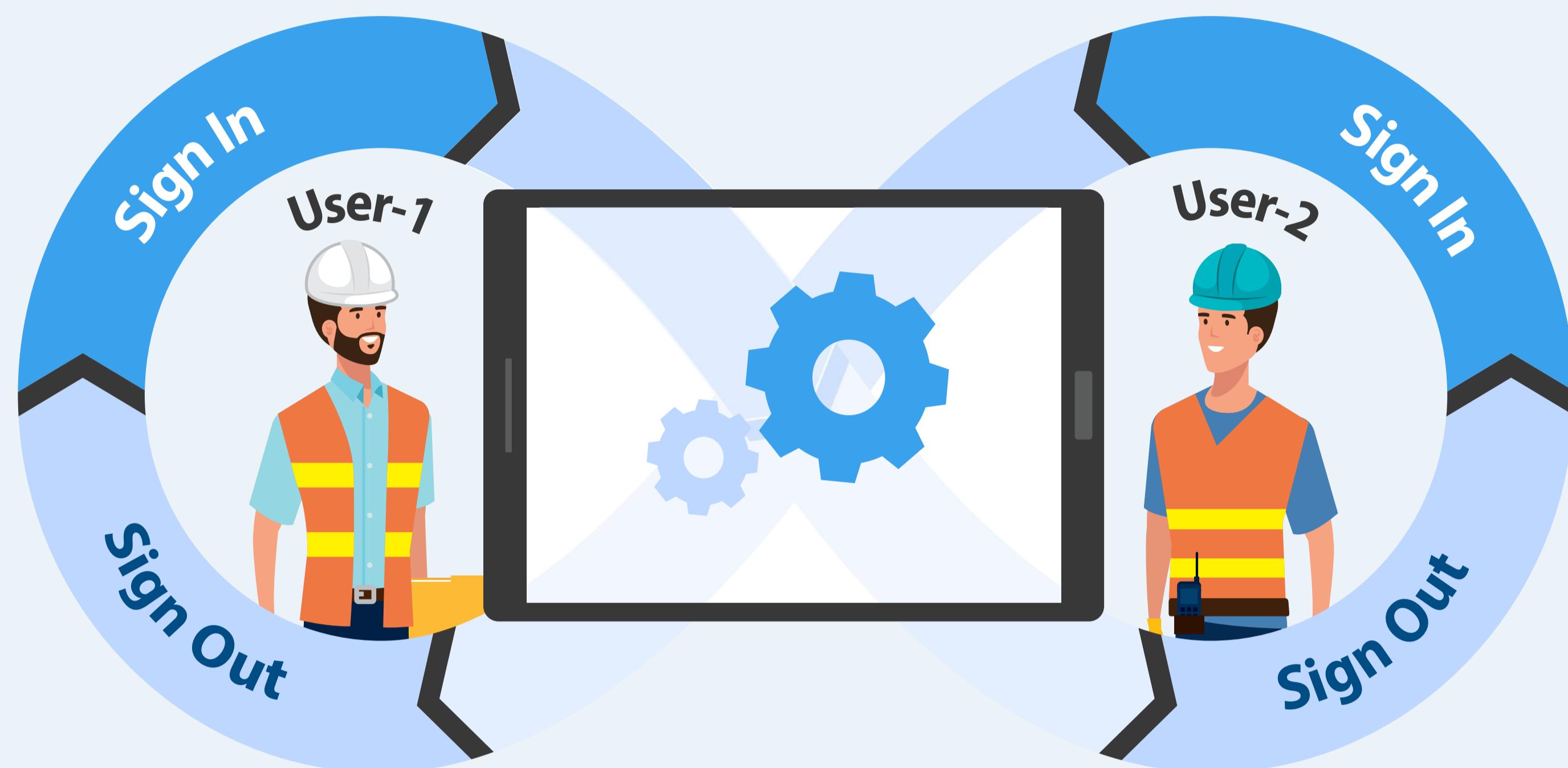
Easily find device details with Advanced Search, using multiple conditions and operators like Contains, Starts With, and Ends With to refine results. Combine filters for precise and efficient device management.

## Smart Filters

Smart Filters in SureMDM automatically filter devices based on criteria like OS, device make, model, etc. They ensure that default Jobs (tasks) are applied only when the specified conditions are met, enabling precise policy enforcement and streamlined device management.

## Shared Device Mode

SureMDM Shared Device Mode is ideal for shift-based work environments, allowing multiple users to securely share a single device. It ensures user-specific settings, app access, and data separation for a secure experience.



## Zero Trust Network Access – SureAccess

Ensure safe access to corporate resources with a Zero Trust approach. Verify every device and user before granting access, reducing the risk of data breaches.



## Zero Trust Identity & Access Management – SureIdP

Securely manage user identities, control access to resources, and enforce Zero Trust authentication across devices and apps. SureIdP supports OS-level login (Windows, Android, Linux), so users sign in with their organization credentials right from the device. Set up conditional access rules based on device posture, user role, location, or time to ensure only trusted users on compliant devices can access sensitive data.



## Analytics Engine – SureInsights

Get a 360° view of your device performance, battery performance, and app usage data. With dynamic charts, drill-down views, and intuitive visuals, SureInsights helps you make data-backed IT decisions.

## Mobile Threat Defense – SureDefense

Run periodic scans on devices to detect and protect endpoints from malware, phishing URLs, network threats, and other cyber attacks.



## OS Updates & Patch Management

IT teams can quickly scan, track, and deploy OS updates and patches to devices. SureMDM Patch Management enhances security by addressing vulnerabilities, improving user experience, and providing insights into update status, distribution, and pending patches. IT admins can configure compliance rules to ensure devices run the latest versions and even uninstall eligible patches on Windows and Linux devices.

## Device Encryption

SureMDM allows admins to configure FileVault for macOS and BitLocker for Windows to encrypt device data and prevent unauthorized access. These encryption features enhance security, protecting sensitive information in case of theft or loss. SureMDM also supports secure data separation by creating a dedicated container for work-related and personal data, ensuring corporate security while maintaining end-user privacy.



## Automated Workflow

SureMDM automates device management by enforcing compliance, assigning groups, and deploying policies with minimal manual effort. Devices can be automatically grouped based on IP address, model, or SSID, while rules for rooting, OS versions, or SIM changes trigger actions like alerts, blocklisting, or data wipes. Default Jobs ensure required settings, apps, and policies are applied as soon as devices are added to a group.

## Enterprise Integrations

SureMDM integrates with multiple enterprise tools to enhance security, streamline IT management, and improve operational efficiency:



### Network Security & Access Control

- **Cisco ISE & Aruba ClearPass NAC** – Ensure secure network access for business endpoints based on compliance rules.
- **SIEM** – Transfers system and device activity logs for real-time security monitoring. SureMDM supports integration with SIEM tools like Splunk, LogRhythm, ArcSight, and Coralogix.



### User Authentication & Device Management

- **Single Sign-On (SSO)** – Simplifies authentication with a single set of login credentials.
- **Active Directory (AD) Sync** – Automates user group management for IT admins.
- **SCEP (Simple Certificate Enrollment Protocol)** – Enables bulk certificate deployment and management.



### Application & Email Management

- **Office 365** – Deploys Microsoft 365 apps and configures Data Loss Protection (DLP) policies.
- **Mobile Email Management (MEM)** – Enhances email security and prevents data loss.



### IT Automation & Notifications

- **ServiceNow** – Enables direct ticket generation from the SureMDM console for easy troubleshooting.
- **Webhooks** – Captures real-time notifications for device-related events.



### Firmware & OS Updates

- **Zebra LifeGuard** – Manages firmware updates for Zebra Android devices.

## Telecom Management

IT admins can track mobile and WiFi data usage with detailed graphical insights, customizable by day, week, or month. IT teams can also track app-specific data consumption, making it ideal for corporate-owned devices. Additionally, admins can remotely track call and SMS logs on enrolled devices if necessary permissions are enabled.

## SureMDM CVE Vulnerability Management

A feature that not many MDM providers offer, CVE Vulnerability Management gives centralized visibility and built-in remediation to streamline vulnerability management across Windows device fleet. With a dedicated CVE dashboard, severity insights, and detailed vulnerability overviews, it enables quick identification, assessment, and patching of OS vulnerabilities.

## Analytics & Reporting

SureMDM provides comprehensive insights with customizable reports and analytics to enhance device management and security. IT admins can generate reports on demand or schedule them to track system logs, compliance status, and device health parameters. Application Analytics helps monitor app usage, time spent, and blocked apps, while Website Analytics provides insights into web activity, including accessed sites and usage duration.

## Robust RBAC (Role Based Access Control) for Admin Users

SureMDM ensures each user has access only to the resources required to perform their tasks.

## Self-service Portal

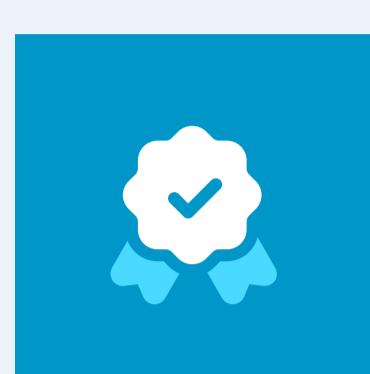
SureMDM Self-Service Portal empowers end-users to perform small tasks on their enrolled devices, reducing IT dependency and support costs. Users can view the list of enrolled devices, track locations, reset passwords, etc., from their console.

## Maximized ROI

Choosing SureMDM as your UEM vendor will not only help you secure, monitor, and manage your mobile devices but also show an impactful return on investment. With SureMDM, you can **25X your ROI** for 100 devices in one year.

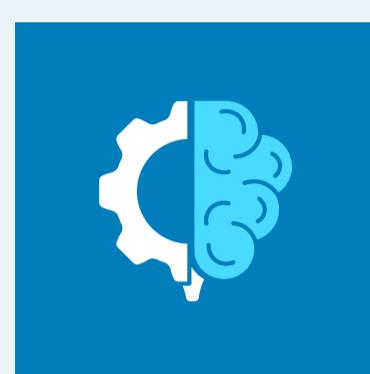
# Reasons to Choose 42Gears SureMDM

## Why Choose 42Gears?



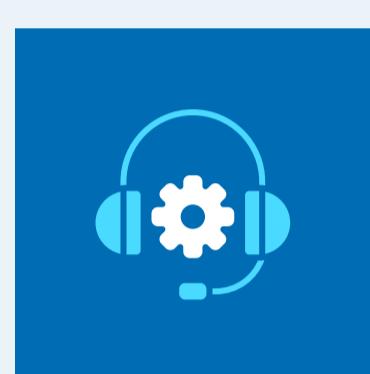
### INDUSTRY RECOGNIZED

- Recognized as a 2024 Champion and Top Rated UEM Solution for 2024 by SoftwareReviews.
- Recognized as a niche player in the G2 Spring 2024 reports for MDM.
- Android Enterprise Recommended EMM Vendor.



### TECHNICAL SUPERIORITY

- Innovative and differentiated functionalities like Indoor Location Tracking, ZTNA, AI Chatbot, Analytics Engine, native iOS Screen sharing, and Android Wearable Management.
- Management of diverse set of devices like IoT and VR devices.



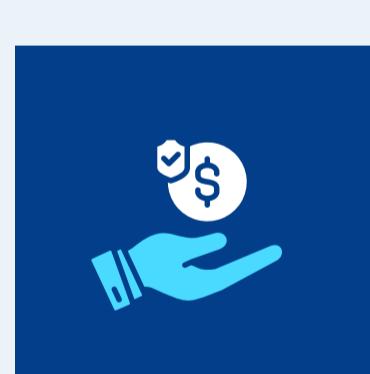
### BEST IN CLASS SUPPORT & RESPONSE TIME

- 24\*7 customer support via chat/email/call.
- Highly rated on various public review platforms like Gartner Peer Insights Reviews and Capterra.
- Consistent CSAT score over 95% reflects our commitment to unparalleled customer experience.



### AGILE & FLEXIBLE

- Unlimited scalability for business agility.
- Product customization.
- Common agent for SaaS and On-premise deployment.



### VALUE FOR MONEY

- Premium features at an affordable price.
- Estimated ROI of 25x.
- Tier Pricing Model - only pay for what you need.

## Truly Multi-Platform MDM



## Unparalleled Customer Support & Experience

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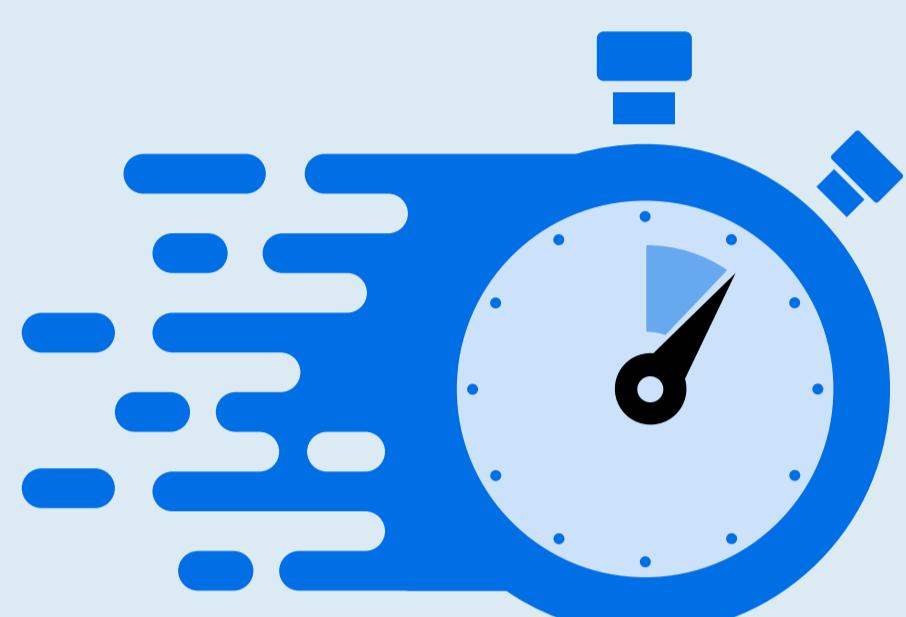
Consistent above industry average.  
NPS score:  
(industry avg. is 40)

97%



CSAT score  
(1700+ surveys  
in 2024)

12sec



Average speed of answer (ASA)



100% SLA  
(last 4 quarters)



World Class Dedicated Technical Account Management (TAM) available as Premium Service.

## Security-First Approach

- Expert in-house Information Security Team (CISSP, CISM, CRTP)
- Regular external / internal VAPT & Security Audits
- TLS1.2 / AES 256 / X.509 Certs / AWS KMS
- Regular security and awareness training
- 0 externally reported vulnerability in 2024



 **SureMDM®**

42Gears runs on SureMDM for:

- SOC 2 & ISO 27001
- Regulatory compliances
- Policies, patch management, auditing, and more...

## Security Certifications



## Optimizing Cloud Infrastructure for Maximum Uptime

### AWS and GCP infrastructure

- MEITY empanelled CSP
- Best in Class security AWS WAF, Inspector, GCP SCC
- Robust backup, auditing and monitoring capabilities
- Unparalleled scalability and uptime



# IT Admins Love SureMDM – Don't Take Our Word for It, Hear It from Our Customers

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*One of the most remarkable benefits of 42Gears has been their user-friendly MDM platform. What truly sets 42Gears apart is their exceptional customer support.*

- Rajan Adiyapatham, Manager, Information Technology, Apex Laboratories

*42Gears UEM is so mature and perfectly met our technical requirements. The support offered by the 42Gears UEM team is very impressive, they provided us with instant support.*

- Peter Yang Zhe, Operations Manager, DiDi Mexico

*Easy to use and configure and the support is fantastic!*

- Garron Cotham, IT Manager, Victory Transportation Systems, Inc.

*42Gears has been extremely helpful in resolving our most difficult issues. I'm very glad we have them as a partner.*

- Mark Thomson, Technical Support Specialist, GUARDIAN RFID

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## Contact Us

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