



# Bittium

Bittium SafeMove®  
Managed & Hosted Services  
Maximize Efficiency, Minimize  
Costs, Prevent Risks

**Bittium SafeMove®** software solutions provide mobile users with secure, easy and cost-effective remote connections to their organization's IT networks. Bittium SafeMove® Service is a risk-free, quick and flexible way to implement a remote access solution for the company without burdening in-house resources.

In today's world, mobile working is more of a rule than an exception. Employees have an increasing need to access company information from outside the office – whether at home, in a hotel, at customer site, on the train, at the airport... Bittium SafeMove® maximizes the efficiency of mobile workers as key information contained in the organization's IT systems, be it either in the corporate servers or in the cloud, is always available for access. In practice, mobile workstations and devices are always protected by the same services and data security mechanisms as they are when connected to the internal network.

### **Bittium SafeMove® Service**

The goal of the SafeMove® Service is to ensure easy and secure use of the organization's IT system. The service facilitates and accelerates the implementation and operation of the remote access solution,

and minimizes costs and risks. In addition, it entails the services of leading Bittium experts on remote work. The service also enables the integration of new devices in the SafeMove® infrastructure to ensure secure connections from all devices.

### **Getting Started**

Once an organization has recognized the need to set up a next generation remote access solutions and decided to implement SafeMove®, the easiest way to deploy the solution is to purchase it as a service.

The SafeMove® Service begins with a start-up project with contents adjusted to the scope of the customer's solution. After successful service initiation and transfer to production, the project continues in the form of service production and operational use. Service levels are also agreed according to the customer's needs.

## Service Model Benefits:

- ▶ SafeMove® implementation is quick and easy
- ▶ Deployment and ongoing operations is handled without burdening in-house resources
- ▶ Investment needs and risks decrease
- ▶ Enables the integration of new devices in the SafeMove® infrastructure
- ▶ Top-level expertise on remote access solutions and related technologies in use
- ▶ Ensures latest SafeMove® and server OS security patches are implemented to maintain up-to-date security

FOR MORE INFORMATION, PLEASE CONTACT:

[safemove.sales@bittium.com](mailto:safemove.sales@bittium.com)

# Bittium SafeMove® Managed and Hosted Services



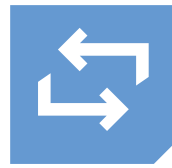
**System needs survey**



**System installation and configuration**



**System documentation**



**System testing**



**Model workstation package installation**



**Instructing maintenance staff**

Bittium is responsible for the above-listed service initiation tasks. However, the customer should assume an active role at the service start-up phase in order to successfully integrate SafeMove® into the customer's IT infrastructure.

## Production

Bittium is responsible for installing SafeMove® servers in the server room and network specified by the customer. Upon separate agreement, Bittium can also assume responsibility for the installation, configuration and maintenance of other relevant systems, such as Microsoft Windows CA set up in the customer's corporate network.

The maintenance, management and monitoring of the SafeMove® Service includes:

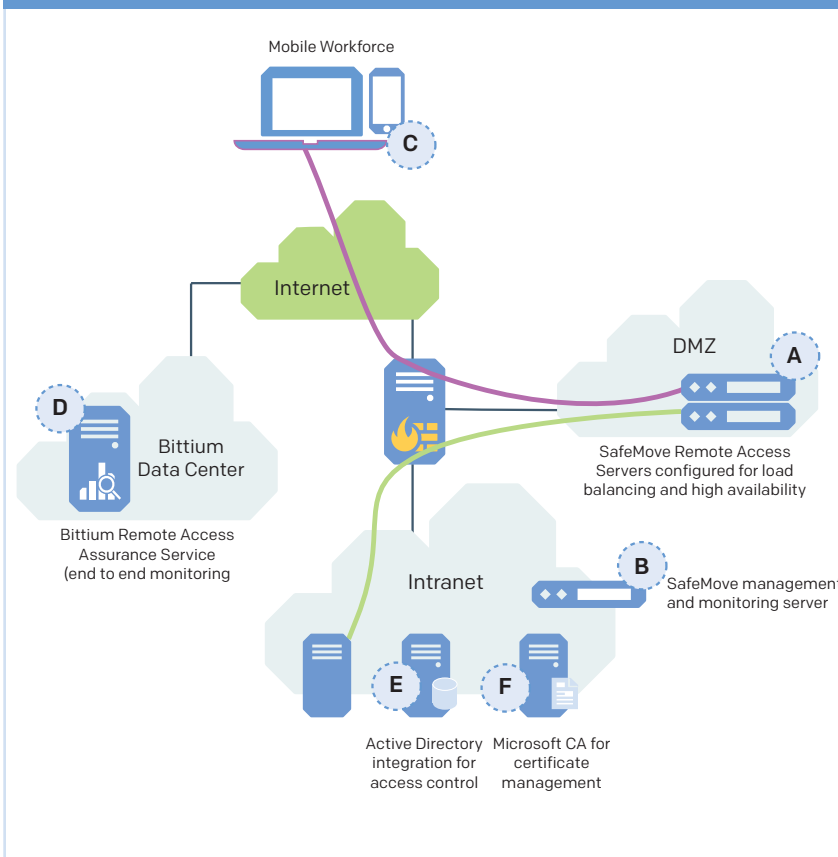
- › Service availability monitoring (availability, usability, maintainability)
- › Software updates and security patches in the SafeMove® Service environment
- › Configuration management in the SafeMove® Service environment
- › System monitoring and reporting
- › Taking back-up copies of configurations and settings

In order to provide best possible service to match the customer requirements, a designated technical contact person

is available and the Service monitoring procedures, response times and SLA are agreed with the customer.

For more information about SafeMove and the related services, contact our sales team: [safemove.sales@bittium.com](mailto:safemove.sales@bittium.com).

## SafeMove® Solution in the Customer's Environment



## Components:

### A. SafeMove® remote access servers.

Where necessary, multiple servers can be implemented to provide load balancing and high availability and thus improve fault tolerance.

### B. SafeMove® management and monitoring server

used for the centralized management of workstation configuration and SafeMove® software.

### C. SafeMove® Mobile VPN client

software for Windows tablets and laptops as well as for Android and iOS devices.

### D. Bittium's Remote Access Assurance monitoring service

that oversees the functionality of remote connections 24/7/365.

### E. Windows Active Directory

with the integrated SafeMove® Access Control Service (ACS) for workstations' group and access control. (optional)

### F. Windows Certificate Services

server for certificate management. (optional)