

# Mobile Device Hosting Service

Improve the quality of your mobile apps and accelerate your deployment and testing—without the burden of managing and supporting a large device farm.

## Executive Summary

Consumer demands are rapidly changing in today's digital world. As a result, support for mobile devices and mobile apps is no longer simply beneficial for the business, but a critical necessity. Studies show that if your mobile app doesn't perform the way the customer expects, they will abandon it within seconds.

Micro Focus Mobile Device Hosting Service® from Micro Focus Professional Services helps your teams gain quick and easy access to mobile devices for their development and testing purposes. Many organizations have security restrictions on mobile devices accessing their production environment. Additionally, these same organizations may not have resources in their labs to maintain a solution for mobile devices that can require manual resets of these devices. Mobile Device Hosting Service takes away the need for additional resources with its hosting capabilities and 24x7 support.

## Overview

Mobile Device Hosting Service provides your teams with the ability to use a cloud-based environment for testing mobile applications on real physical devices such as phones and tablets. Leveraging Micro Focus Mobile Center®, customers can integrate their development and testing tools to reproduce with great authenticity the full end-to-end mobile device

interaction experience. This highly secure, hosted environment can be customized to accommodate the lifecycle and requirements of any mobile application.

Micro Focus Professional Services will work with you to structure a personalized Mobile Device Hosting Service based on the following parameters:

- Number of connected mobile devices within the hosting environment
- Duration of the service term (with a minimum of a 1-year term)
- Optional add-on consulting hours to provide services and/or support above the base support provided within the service
- Optional inclusion of Micro Focus Network Virtualization® as a part of the solution

## Service Platform

Mobile devices are dedicated for the customer's use during the term of the service. Customers have access to WiFi network by default and optional Network Virtualization server to emulate network conditions. At the end of the term, all devices will be reset to factory defaults, wiped clean from all data and all provided software licenses will be removed.

## Mobile Services at a Glance:

Accelerate and optimize your mobile app lifecycle. Deliver a stellar mobile user experience with mobile services that drive a high velocity application lifecycle, manage environmental complexity, and safeguard quality, performance, and security.

Contact us at:  
[www.microfocus.com](http://www.microfocus.com)

### Service Accessibility

Mobile Device Hosting Service is provided through the Micro Focus private cloud, which offers world-class data center facilities across select geographical locations. This service is accessible over an internet connection and can be incorporated as either an internal or external network.

The service is available 24x7, is accessible only to authorized users, and is designed to provide an availability level of 99.5%. Maintenance or other scheduled outages are coordinated with the customer's local administrators to minimize the impact on productivity.

### Customer Responsibility

Customers are required to have a valid Mobile Center license(s) and Network Virtualization license(s) if applicable, or can opt to acquire term licenses as part of the hosting service.

Customers are also responsible for ensuring that network connectivity requirements are met in accordance with the technical specification data corresponding to the version of the Mobile Center installed.

Additionally, a minimum of four (4) mobile devices are needed to instantiate the private service. Micro Focus will procure mobile devices to ensure that all devices are implemented and operated in accordance with the warranty and conditions of the device itself.

The hosting service terms can range from a minimum of one (1) year to a maximum of three

(3) years. At the end of the term, the customer can opt to terminate, renew, or bring modifications to the existing configuration.

Customers must also ensure that production data is not stored on devices. This solution is to be used solely for development and testing purposes. Micro Focus is not responsible for personally identifiable data placed on mobile devices.

Micro Focus is not responsible for any cellular carrier plans subscription, fees, consumption management or termination. Cellular plans and coverage are subject to availability within the selected hosting region.

### Customer Support

Mobile Device Hosting Service offers a single point of contact to handle customer inquiries and/or service requests with respect to problem management, resolution, escalations, and change and release management processes as they pertain to the mobile devices testing solution framework and platform.

Service requests are typically classified into two categories: infrastructure-related, and software configuration and troubleshooting-related.

Users can open service requests through a web portal and expect a response time based on the severity and urgency of the request.

In addition to our abovementioned base customer support, customers have the option to add on additional consulting hours to assist

their organization with more advanced capabilities pertaining to their testing frameworks. This extra assistance can move their organization up the testing maturity model.

### The Micro Focus Professional Services Difference

Micro Focus provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery.

- Proven Micro Focus solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus investments
- Rich intellectual property and unparalleled reach into product engineering
- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace
- Education and support services to ensure adoption

### For More Information

To schedule your personalized Mobile Device Hosting Service and get answers for your specific questions about this hosting offering, contact your Micro Focus representative or email Micro Focus Professional Services in your region.

Learn More At  
[www.microfocus.com/mobileservices](http://www.microfocus.com/mobileservices)