Mobile Device Hosting Service

Accelerate your mobile application delivery capability with the power of OpenText.

Executive Summary

Presenting a five-star mobile experience to your customers is a critical part of doing business. Teams who want to present an optimal user experience are confronted by the many challenges of mobile application delivery. Users expect a high-quality, secure experience no matter the device being used. OpenText UFT Digital Lab provides a world-class platform for mobile application development and testing. UFT Digital Lab helps organizations implement a flexible, robust, and extensive mobile development and testing framework with real mobile devices. Mobile application developers and testers can use this framework to ensure they address variations between the vast number of devices, form factors, various operating systems, and network conditions. Like any development and testing framework, the mobile environment needs to be managed, maintained, supported, and refreshed from time to time. Who will support the mobile environment? Resetting devices if they become unresponsive, or replacing devices if they fail, or even dealing with device warranty issues? Often this burden falls to the very developers and testers delivering the mobile applications. Instead of using their valuable time and skills to develop and test, they are stuck with the burden of managing, maintaining, and supporting the ever-growing number of mobile devices and the environments within which they operate. Security and access for those devices are also real concern. You must consider the physical domicile of devices, security of mobile devices accessing production environments, and restrictions around having mobile devices in data centers. OpenText can help. You can focus on meeting your customers’ expectations and beat the challenges of mobile application delivery.

Mobile Device Hosting Service provides you a highly accessible, secure, and supported framework that combines UFT Digital Lab with our environment and device hosting and support. Let us complete the loop of your mobile development and testing. Our flexible, high-value solution enables your mobile application teams to develop and test on real mobile devices—without the heavy burden and cost of managing a mobile device farm.

Service Options

OpenText Professional Services works with you to structure a personalized Mobile Device Hosting Service. We set up the service based on the options below:

- Number of mobile devices and the choice of devices.
- Duration of the service (with a six-month minimum term).
- Architecture options range from a private hosted cloud, a solution connected to your devices on-premises, a solution integrated via OpenText Software-as-a-Service (SaaS), or a hybrid of these.
- Inclusion of OpenText Network Virtualization as a part of the solution.
- Any periodic replacement of devices for the purpose of updating devices.

Customer Site

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<th>Tools</th>
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OpenText Site

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<th>Tools</th>
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<td>LAN Access</td>
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<td>USB</td>
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<td>OpenText UFT Digital Lab Server</td>
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<td>OpenText Network Virtualization Server</td>
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Figure 1. Mobile Device Hosting Service architecture
Any periodic increase of the number of devices to cater for further adoption of
the service within your organization.

Any additional support, such as 24x7 support, or add-on consulting hours to provide services, and support above the base support provided within the service.

Each option has an impact to our pricing but, OpenText offers extremely attractive device-per-month costs. With longer term durations the per-device per-month cost reduces.

What We Do
We deliver this service to enable you to focus on your mobile application development and testing. To cater to this, focus OpenText carries out the following:

We acquire the devices, instantiate the service, connect it to your environment, and mentor you to start using the service independently.

We host UFT Digital Lab accessible either through an OpenText private cloud, on-premises, or through OpenText SaaS. Network Virtualization is also a hosting option.

Solution infrastructure is delivered via our world-class data center facilities. Customers can specify the location of where devices are hosted across select geographical locations.

Allow only authorized users to access the solution over an internet connection, either incorporated as an internal or external network, and available 24x7 with an availability level of 99.5 percent.

There is a single point of contact to support the solution, handling your enquiries or service requests.

Users can open support requests through a web portal (or other agreed procedure) and expect a response time based on the severity and urgency of the request.

What You Need to Do
There are some prerequisites you must complete so OpenText can rapidly implement your dedicated OpenText Mobile Device Hosting Service:

Provide a valid OpenText UFT Digital Lab software license, either through standard licensing or via OpenText SaaS.

Provide network connectivity to our virtual private network or SaaS in accordance with the technical specification data corresponding to the version of the OpenText UFT Digital Lab in use.

Provide a list of mobile devices to acquire for connection to the service (four devices as a minimum requirement.) OpenText
procures mobile devices to ensure that all devices implementations and operations are in accordance with the warranty and conditions of the device itself. It also enables us to handle warranty issues unhindered.

Benefits of the Mobile Device Hosting Service
This service provides a high-value solution to your mobile device farm challenges. Engaging OpenText to provide the Mobile Device Hosting service provides some or all of the following benefits:

■ **Competitive and low cost:** The per-device, per-month cost when compared to a do-it-yourself device farm, or even from our competitors, is very low. Save on infrastructure, device, maintenance and support costs. Our solution is comprehensive, extremely cost effective, and supported by highly skilled, dedicated engineers.

■ **Easy integration:** Easily integrate your existing mobile framework into this solution, or rapidly scale your mobile application delivery capability. Your mobile framework also becomes more flexible as you call on us to swap out devices or add new devices.

■ **Higher productivity:** Our service frees your developers and testers and other mobile application delivery resources to do what they do best—delivering high-quality mobile applications for your users and customers. Let us take on the expert support and maintenance of a complex mobile farm environment.

■ **Rapid start:** We implement this service quickly with your choice of real devices that can be tailored and managed, dedicated to your requirements for developing and testing your mobile applications.

■ **Highly available and secure:** The service is dedicated 24x7 to you with availability of 99.5 percent availability, and runs in ISO27001 compliant data centers.

The OpenText Professional Services Difference
OpenText 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 OpenText software solution implementation expertise.

■ More than 20 years of experience helping large, complex, global organizations realize value from their OpenText software investments.

■ Rich intellectual property and unparalleled reach into product engineering.

■ Education and support services to ensure adoption.

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