

Mobile Device Management Migration 101



As more businesses shift gears towards mobile-driven workplaces, having a tailor-made Mobile Device Management solution in place that offers the flexibility and scalability to meet diverse organizational needs is non-negotiable. For this very reason, many businesses consider switching from one MDM to another after several years and reaching a turning point.

If you are looking to switch from a one-size-fits-all MDM solution to a more sophisticated and customizable one, this guide is for you!

Businesses typically switch their MDM vendors for the following reasons:



Security Concerns: In the face of advancing cyber threats, organizations confront the challenge of finding MDM solutions that effectively secure sensitive data and establish a resilient mobile environment.



Technological Advancements: In pursuit of technological advancement, businesses may opt to migrate to a new vendor to access the latest features, improved security protocols, and an enhanced user experience.



Changing Business Needs: As the business expands, undergoes restructuring, or experiences changes in business objectives, the limitations in scalability become apparent for the MDM solution initially designed to meet previous requirements.



Diverse Device Portfolio: Effectively managing a diverse portfolio of devices is essential, covering those supported by multiple operating systems and incorporating categories like Internet of Things (IoT) devices.



User Experience and Productivity: When the existing MDM solution becomes a source of frustration for employees, hindering productivity, businesses may choose to transition to a platform that is both user-friendly and efficient.



Integration Challenges: Migrating to a new MDM platform that offers better compatibility and integration capabilities can provide a more cohesive and interconnected technology ecosystem.



Cost Considerations: If an organization feels their current MDM solution is becoming too expensive, or they come across a cost-effective alternative that offers comparable features and better services, migration becomes a strategic way to cut costs without sacrificing functionality.

Wondering if your MDM strategy could use a refresh?

If two or more points hit home, it might be the perfect time to reevaluate your mobility strategy.

But before you jump into that, read on to uncover the potential challenges and exciting possibilities that come with switching to a new MDM provider.

Let's make your MDM journey both effective and seamless!

Challenges in migrating from your current MDM vendor to a new one



Compatibility

While many MDM vendors offer support for a wide range of major operating systems and platforms, organizations must verify that the new MDM aligns with their distinct enterprise devices, including both company-owned and employee-owned.

Extent of Feature Support

Even if the MDM solution is compatible with your enterprise devices, you may not get the same level of support for different platforms and some functionalities might not be available.

Switching Cost

Change doesn't bode well with many. You might face some resistance from your IT team and employees. Also consider the costs involved in vendor evaluation, testing solutions, end-user training, post-migration support, and so on.

Workflow Disruptions

The transition may lead to temporary disruptions in device management workflows. It's crucial to carefully plan the migration process to minimize downtime and avoid potential impacts on business operations and worker productivity.

Vendor Support and Collaboration

Collaborating with the new MDM vendor and ensuring adequate tech support during and after the migration is essential.

Key considerations to keep in mind before making the transition:

- ▶ A device can have only one MDM profile at a time, so it's necessary to remove the current MDM profile before proceeding with the enrollment of the new one.
- ▶ Migration takes time. From defining your scope to managing finances and testing the new vendor thoroughly, migration can eat up your time so be prepared.
- ▶ Communication can make it all seamless. Make sure to draft a reasonable timeline for migration, set realistic expectations with your management, and don't forget to keep your employees informed of the changes.
- ▶ Request no-cost evaluation licenses from your MDM Vendor for a defined period.
- ▶ Have your new MDM vendor provide training to your implementation team.
- ▶ Run parallel tests of new MDM on a subset of devices for a minimum of 2 weeks.

Have you decided to bid adieu to your MDM vendor after careful consideration and keeping the challenges in mind, then worry not, we are here to help!

Say hello to SureMDM —an MDM built just for you!



SureMDM by 42Gears is an intuitive device management solution that supports securing, managing, and monitoring Android, iOS/iPadOS, macOS, Windows, ChromeOS, Linux, Wear OS, VR, Apple TV and IoT (Things) devices from a simplified and centralized console. We have helped hundreds of businesses migrate from run-of-the-mill MDMs to our customizable and flexible MDM solution in less than 6 weeks.

Before you get started, document your current MDM's workflows and settings.

Steps and timelines for your migration

STEP 01

(Time: 1-2 days*)
Purchase your new MDM licenses.

(Time: 1 week*)

Set up infrastructure in case of an on-prem solution.
Skip this step for cloud hosting.

STEP 02

STEP 03

(Time: 1 week*)
Arrange with frontline workers to migrate a workgroup or department at a time (IT may need the devices for 1 hour or so depending on size of team)

(Time: 1 week*)

Migrate your devices to your new MDM console.

STEP 04

STEP 05

(Time: 1-2 days*)
Check if the device complies with the configured policies and requirements and everything works smoothly.

(Time: 3-4 days*)

Provision your devices with the necessary configurations, settings, and applications specific to your organization.

STEP 06

STEP 07

(Time: 1 week*)
Set up dashboard and reporting to monitor and analyze MDM performance and device management metrics to help aid better decision making.

**Note that the timelines will vary depending on the size of the deployment and your organization's specific requirements.*

Now that you know your timelines and steps involved in migration, here's a pre-, during-, and post-migration checklist to help you get the whole picture and kickstart the process.

Pre-migration checklist:

- ☑ List devices of different OS platforms that need to be migrated.
- ☑ Make a list of features that are required by the end users to manage their devices and features that are not available with your present MDM vendor.
- ☑ Learn about the different pricing plans along with their supported features and choose the most suited SureMDM pricing tier.
- ☑ Determine the user roles and permissions, and evaluate the existing policies to meet the organization's security and compliance requirements.
- ☑ Ensure stable Wi-Fi/internet connectivity before starting the migration.
- ☑ Identify the right time for migration.
- ☑ Communicate with end users about MDM migration and provide necessary materials to get acquainted with the 42Gears' SureMDM.
- ☑ Get ready to backup essential corporate data to cloud services.
- ☑ Arrange for training for your implementation team by 42Gears Professional Services.

During-the-migration checklist:

- ☑ Document existing device settings, profiles, apps, certificates, etc. so that new MDM can be configured similarly.
- ☑ Migrate to your new MDM console.
- ☑ Provision the devices with MDM profiles, installing apps and content, and configuring security policies.

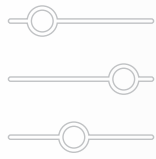
Post-migration checklist:

- ☑ Conduct a quick sanity check to ensure that all devices have successfully migrated from your old MDM solution to SureMDM by generating the device inventory reports in SureMDM and verifying against the exported device inventory reports.
- ☑ Get in touch with 42Gear's SureMDM customer support team to mitigate issues.

How can 42Gears/SureMDM help in seamless migration?

- ▶ Our Product Experts will connect with you to understand your MDM requirements and concerns in migration.
- ▶ We will address your requirements by mapping it with SureMDM features.
- ▶ We will assist in streamlining your migration approach mutually agreed upon.
- ▶ We will try to minimize the steps involved in migration based on device capability and your existing MDM with additional customisation in scripts if required.
- ▶ Enable your MDM admin to achieve functionalities (Jobs/Policies etc.) using SureMDM.
- ▶ Assist you during the migration phase to overcome unforeseen challenges.

Here are 7 reasons why you should switch to SureMDM



Product Customization

No additional cost for most customization requests to align with your workflow.

01

Multi-OS Support

SureMDM is truly a multi-OS solution; it supports all major operating systems like Android, iOS/iPadOS, macOS, Windows, Linux, Wear OS, Android VR, and ChromeOS.



02

Support for Things Devices

Extends device management to printers, RFID readers, barcode scanners, and various IoT devices.



03

White-glove Technical Support

24/7 best-in-class support via application, webpage, chat, and email at no extra cost.



04

Industry Accolades

Over 90% customer recommended percentage in Gartner Peer Insights, recognized for customization, service & support, integration, and ease of deployment. SoftwareReviews platform ranks SureMDM as the #1 UEM in 2023.



05

Easy Learning Curve

SureMDM's console minimizes complex workflows with an intuitive dashboard, requiring minimal assistance for IT administrators.



06

Flexible and Transparent Pricing

Three-tier flexible and transparent pricing model tailored to different business needs, ensuring you only pay for what you need.



07

Still on the fence? Contact Us

RMS Omega Technologies is a premier systems integrator for barcode, RFID, wireless, and other AIDC technology solutions. Leveraging over 25 years of data collection expertise and partnerships with industry-leading hardware and software companies – RMS works with end-users to deliver solutions that improve productivity, lower costs, and achieve desired business outcomes.

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