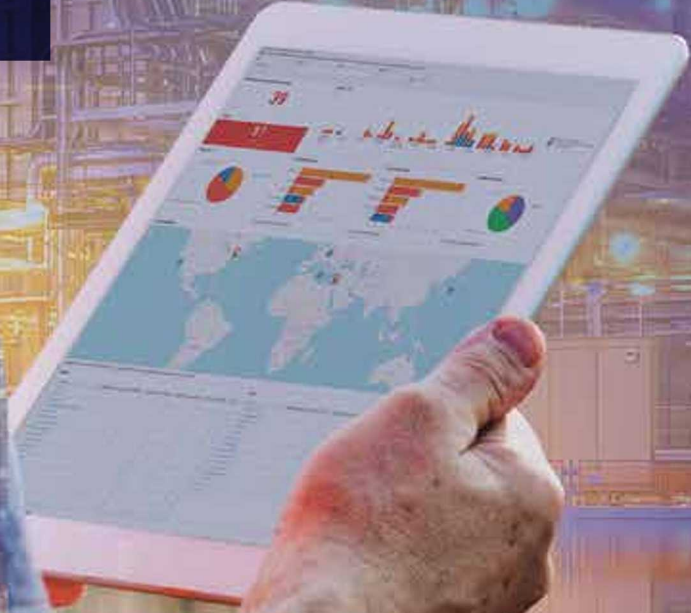# NetMotion®

Intelligent Enterprise Mobility

Our Capabilities

NetMotion's software solutions improve the performance, visibility and security of your mobile enterprise. Our Mobile Performance Management and Operational Intelligence Platform gives IT the tools to monitor and dynamically make decisions using real-time data and analytics. Nearly 4,000 enterprise organizations and 1 million users worldwide depend on our software every day.

We have received numerous awards for our technology and customer support. NetMotion has consistently achieved an impressive customer satisfaction Net Promoter Score (NPS) of 91, significantly exceeding NPS averages in the technology and telecom industries.

Key Statistics

- 98% customer satisfaction rate
- 98% defect detection percentage (DDP)
- 97% annual customer renewal rate
- 91% Net Promoter Score (NPS)
- 90% time to answer calls in less than 30 seconds

Technical Support

- 24 x 7 x 365 customer support
- Staffed exclusively by NetMotion employees
- Support centers located in Seattle and UK headquarters

NPS

91

Our Solutions

Mobile Performance

Businesses run in real-time. When mobile network performance is suboptimal, everyone from the worker to end-user customer is impacted. NetMotion's Mobile Performance Management solution solves this, putting control back in the hands of the enterprise to optimize worker experience and manage and control the networks you depend on.

Key features:

- Optimized, "always-on" connectivity with security that doesn't slow down end users
- Seamless mobility within and between all networks
- Dynamic policy control to manage user experience

Operational Intelligence

Shine a spotlight on your mobile deployment. NetMotion's Operational Intelligence platform gives enterprises unprecedented visibility and control over devices, applications and networks. Solve mobility problems automatically, enhance mobile performance, ensure security and compliancy, and control data usage and costs across any network – even those you don't own.

Key features:

- Deep visibility and forensics outside the firewall into device, network, data usage, user experience and application flow
- Intelligent alerting and control to improve performance, visibility and security
- Automated end-to-end troubleshooting

Thousands of enterprise organizations and over a million mobile workers worldwide depend on NetMotion every day.

Core Products

Mobility

NetMotion Mobility® is an intelligent software solution that secures and optimizes network connections to ensure business-critical applications are always accessible. NetMotion's software is situationally aware of the connections, devices and applications that a worker is using at any moment. It adjusts performance to the ever-changing network conditions to ensure mobile workers always get the best user experience from their devices and applications – ultimately delivering better interactions to the customers they serve.

Diagnostics

NetMotion Diagnostics® reveals the root cause of connectivity-related problems, whether on the mobile device, GPS unit, corporate servers, or across any of the private or public networks being used. It dramatically speeds resolution of issues with remote devices to ensure mobile users stay productive. Eliminate unnecessary support calls and frustration with a single click, isolate and resolve the root cause of connectivity issues and get your workers back to work faster.

Mobile IQ

NetMotion Mobile IQ® software ingests all the data generated from your NetMotion-enabled devices to give you unprecedented visibility on networks, applications, devices, users and data flows. Visualize trends through dashboards and reports tailored for your mobile workforce. Track networks, users, devices and applications so that you know when and where your remote team is experiencing performance or security issues. Access real-time analytics and receive alerts on mobile connectivity, security, performance and user behavior to make faster, more informed decisions that will steer your mobile strategy.

Mobility
Mobile VPN and performance management

Mobile IQ
Visual troubleshooting, analytics and alerting

Diagnostics
Comprehensive data collection and root cause detection

Phone · WiFi · Tablet · Carrier · Laptop · Ethernet · Internet · Firewall

NetMotion Client
Android, iOS, Windows, MacOS

Our Customers

NetMotion customers represent mobile-first organizations and enterprises spanning diverse vertical industries – government & public safety, utilities/energy, telecommunications, transportation, healthcare, manufacturing, and field service to name just a few.

ENEXIS · aggreko · AA · Fraport

St. Jude Medical · UNITED · at&t · Alberta Health Services

TRAVELERS · British Gas · DUKE ENERGY · Pacific Gas and Electric Company

CITY OF LONDON METROPOLITAN POLICE · DELTA · Hertz · NHS

POLICE DEPARTMENT CITY OF NEW YORK · AA · UPS · US. FOODS

Why Mobile Workers Need NetMotion

Optimized user experience, increased user productivity and accelerating the speed work gets done.

User Experience

NetMotion removes the networking and connectivity headaches that frustrate workers – finally making mobile devices and applications work the way workers expect. Simplify log-ins, stay securely connected, make applications resilient even over intermittent networks. NetMotion optimizes devices and applications to give the stability of a desktop user experience for the mobile world.

Data Access Real Time

Workers need and expect always-on access to applications. No matter where their work takes them, make sure they stay connected. NetMotion protects applications from ever-changing network conditions and keeps applications active and accessible whenever workers need them.

Seamless Roaming

Whether workers spend their days at job sites, or in a vehicle or coffee shop, seamless connectivity means more work done and less frustration. Only NetMotion stitches together Wi-Fi & cellular networks into a single virtual network letting workers roam seamlessly and stay connected to the fastest available network at all times.

Manage and control mobile worker experience in real time.

Why IT needs NetMotion

Manage and control mobile worker experience in real time. Protect corporate data and resources. Visualize and troubleshoot mobile operations for optimal efficiency and productivity.

Connectivity Assurance

Whether your workers service one location, nationwide or the globe, NetMotion manages their connectivity seamlessly. Workers can roam to any network – ethernet, Wi-Fi or cellular – and stay securely connected to the applications they need to do their jobs.

Application Performance & Reliability

NetMotion protects applications from drops in coverage keeping sessions alive and functional. No longer will workers have to re-login, restart applications or redo lost work. NetMotion adds resiliency to any app and optimizes it for speed and reliability even across low bandwidth and intermittent networks.

Visibility Outside the Firewall

Mobile workers spend the majority of their time on networks that their organizations do not own. Whether it's public Wi-Fi or cellular networks, NetMotion gives you full visibility. Now you can assess the quality and security of any network your users connect to, troubleshoot issues automatically and always stay in control of what's happening in the field.

Data Security

From device to server, NetMotion secures the entire connection across any network. NetMotion's granular-level control allows IT to secure connections from specific applications to the entire device. IT can tightly restrict access and enforce security and compliance without making it burdensome for mobile workers.

Helpdesk Cost Control

NetMotion automatically determines the root cause of connection problems, dramatically accelerating the process of troubleshooting. Through automated testing from the device back to cloud or on-prem servers, NetMotion gives the helpdesk team a clear picture of where the trouble is and how to resolve it.

Mobile Data Cost Control

NetMotion takes dynamic control over how networks are used by workers. When workers are connected to slower or more expensive networks, it adjusts compression settings to optimize or restrict which applications are accessible. Our software gathers and reports data usage statistics to enable better data-plan management for IT Operations.

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