Daisy Mobile: Configure & Deliver

Configuration Guide: Service Level Options

Standard Configuration *Denotes information to be provided by the customer

Unpack/re-pack of the device

Each mobile device will be removed from the box, any stickers and inbox screen protection will be removed ready for further configuration.

Installation of the SIM card

The installation of a blank SIM card into each device, ready for the activation of the SIM against an assigned mobile phone number*. This action involves the removal of the SIM card from the attached card piece and breaking into the correct size for the device. Then the correct installation of that SIM card into the device tray of the mobile device.

Power on and DOA check

The switching on of the mobile device, to check the device is not dead on arrival. This action includes a brief testing of physical buttons and screen to ensure working order.

This action follows on from the previous two actions: the device is switched on and allowed time to boot up until the welcome screen appears. The screen is checked for any failed pixels. The screen is then tested by clicking a welcome option, i.e. "next" during the welcome process. Then the main physical buttons on the device are tested (such as back/menu/volume buttons).

Data capture

The capture of the mobile device IMEI number, the inserted SIM serial number of the inserted SIM. In Enhanced and Complete deployments, the Asset tags number is also provided. These details are provided on a document with the assigned usernames* and any particular customer provided reference.*

This action follows on from the SIM installation, and unboxing actions. The serial number for the SIM card installed is recorded, and the unboxed device IMEI is then recorded against that SIM, with that SIM being installed into that device. This is the start of the inventory record for the devices.

Against the device data, we then assign the relating asset tag serial numbers, any defined mobile phone numbers, corresponding usernames and any customer reference data. The mobile phone number, username and customer references have to be provided at least five working days prior to the delivery date of the referenced mobile devices.

This information will then be provided in a table format in a PDF and an Excel spreadsheet, with each delivery to a single address being included in the PDF table. The Excel spreadsheet can be amended to accommodate multiple deliveries onto a single spreadsheet for ease of management.

Enrolment program device supply and check

The supply of devices to be used in conjunction with Apple's DEP program, Samsung KNOX KME and Google's Zero-Touch program. We follow this up with confirmation that the enrolment program has been applied to the device IMEIs by the suppliers.

A further confirmation on the enrolment portal can be completed if the customer provides access details* to verify the addition of the IMEIs. This enables Daisy to access the customer's APPLE DEP, Samsung Knox, or Android for enterprise portal to confirm and validate the IMEIs for completion into the enrolment program.

This last part is vital to confirm the devices will be linked to the Customers Enrolment Program, and so linked to any MDM services on first device switch on when in the hands of the user.

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Inclusion of customer documentation slip

An A5-sized printed document is included within each device box. This content can be used in whichever way the customer wishes. Customers usually utilise this as a written handout to include instructions around new device use, or as an MDM setup instruction. i.e. detailing steps to set up a user and their profile.

The document is printed using black ink, and can include a logo in the top right hand corner. The customer logo will need to be provided with the Configure & Deliver design form.

Labelling

A label is applied to each device box which can detail the company name, SIM serial number/mobile number, username/role/position or the customer reference numbers. The label can also include a customer Logo and will include a Daisy Corporate Services Logo.

The label will be printed in black ink, and any customer logos to be applied need to be provided with the Configure & Deliver design form during phase 1. The label will be applied to the boxes in a uniform fashion, either to the top of each device box, or on the front. This will depend on the most useful position for when the devices are boxed and shipped to enable clear and easy reading of details when unboxing the devices.

The customer logo will need to be provided with the Configure & Deliver design form.

Enhanced Configuration

Customer branded asset tags

The application of customer branded asset tags to the mobile devices. The asset tags will be applied to the centre back of each device. The asset tag serial will then be recorded against the corresponding device on the inventory data record.

The asset tags are supplied by the customer and will need to be delivered to the Daisy Corporate Services head office address (Nelson), in conjunction with the Configure & Deliver design form being signed and returned. The Asset tags must be received before phase 1 of the service can be completed.

Application of screen protector

The physical application of the screen protector to the device. The cost of the screen protector is not included within the Configure & Deliver service.

The screen protector is applied to the device, with care to apply the screen protector in an aligned and clean manner. This involves cleaning all device screens using the cleaning cloths provided with the screen protectors. Then application of the screen protector, delivering a uniform and effective service to all end users.

The screen protectors must be ordered along with the mobile devices, and any mobile cases.

Inclusion of a phone case into the device packaging

The inclusion of a defined phone case within the mobile device packaging. With the modern device box sizes, fitting the case to the phone before sending means that the phone won't fit back into the box. Instead, we include the phone case within the device box for the user to fit to the device straight away for immediate device protection.

The cost of the phone case is not included within the Configure & Deliver service. The phone cases must be ordered along with the mobile devices, and any screen protectors.

Operational battery charge

The charging of the mobile device battery to a minimum operational level so the device can be used as soon as it is delivered. The charge level will be sufficient for the device to be used to make phone calls, send texts, emails or other uses straight out of the box. It is recommended that the devices are charged by the user as soon as possible to facilitate any MDM service profile being silently loaded and to confirm the charging plug and cable are all operating correctly.

Set up screens and settings bypass

The bypassing of any setup screens when the mobile device is first switched on, such as language, email account set up etc. The completion of this action is dependent upon any mobile enrolment programs.

These screen will be bypassed, and the device will be set to the main screen, ready for use.

For any devices used in conjunction with MDM services, bypassing set up screens may not be possible as user credentials are required.

Complete Configuration

Initial setup of device

Customising the standard mobile device settings, such as WiFi settings, screen lock, password settings. This action is affected by mobile enrolment programs and MDM/EMM services (a design build with a "detailed design document" is to be completed when the order is placed).

This action is the process of running through native device settings to apply uniform device settings to all devices. Such as adding a WiFi profile, applying a standard password, setting the screen lock time, ring tone or screen background.

This action is dependent on MDM services not restricting the changes being applied to the device settings.

Manually install MDM agent on device for enrolment

The manual installation of an MDM agent onto the device ready for user enrolment. This is dependent on the MDM installation being accepted by Daisy. This action will require the detailing of the step-by-step process of installation by the customer and included within a detailed design document and provided to Daisy.

The completion of a detailed design document will be required within phase 1, with acceptance from the configuration team. A proof of concept may need to be completed prior to commencement of the rollout project.

Manual installation of applications

The manual installation of mobile applications to the mobile device (via the app store, or a customer provided .APK/.IPO) for a maximum of three applications.

The applications have to be present on the relevant device app store, with the exact app ID provided. Or the APK file for Android, or IPO file for Apple devices will need to be supplied. These will need to be provided in phase 1, and will require a detailed design document also being completed and accepted by the configuration team.

Special packaging and labelling

The inclusion of bespoke packaging and labelling. The customer is to provide the specific details, and the physical packaging materials. The completion of a detailed design document is also required.

Connect device to the internet

Connecting the mobile device to the internet with a test SIM to ensure the device's mobile data connectivity is working.

This action involves the insertion of a test mobile SIM and the testing of the browser connection to the internet (Google homepage) to ensure the device connects to the mobile network and is able to transfer mobile data.

To find out more about **Daisy's Mobile: Configure & Deliver** speak to one of our specialists today:
☎ **0344 863 3000**

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