

INCREASE THE
TRANSPARENCY OF YOUR
MOBILE DEPLOYMENT

INFORM YOUR DECISION-
MAKING

IMPROVE YOUR
APPLICATIONS AND
BUSINESS PROCESSES

POWERED BY mprodigy®

Syclo's Agentry MDM technology is based on the leading mobile device management product **mprodigy** from B2M Solutions. With leading organizations utilizing mprodigy for its analytics capabilities, B2M Solutions has become known for its unique approach to the management of the mobile estate throughout the entire mobile solution lifecycle.



AGENTRY Analytics

Agentry Analytics is a powerful diagnostics and analysis package that blends data from your mobile devices and applications to give you real-time insight into your deployment. By integrating key hardware performance metrics with user behavior statistics, Agentry Analytics simplifies management of your mobile solution and provides you with feedback necessary for continuous improvement.

GAIN 360° VISIBILITY INTO YOUR MOBILE PROJECT

With Agentry Analytics, you can stop guessing, hypothesizing and relying on anecdotal evidence to learn what's going on with your mobile project. Instead, you get instant access to detailed time-series hardware and user data — along with a powerful analysis toolset to make sense of it all. This way, whether you want to look at companywide trends for the last 18 months or just see what one of your users did at 1:35pm, the information is right at your fingertips.

SIMPLIFY DAY-TO-DAY MANAGEMENT

Included with every Agentry solution, Agentry Mobile Device Management helps you remotely provision, update, troubleshoot and secure your mobile devices. Agentry Analytics goes one step further by using real-time data to help you identify problem areas, correlate events and flag outliers in your entire mobile user base. The package gives you the tools to manage by exception through identifying patterns, quickly diagnosing problems and replicating best practices across your organization.

IMPROVE YOUR MOBILE SOLUTIONS

Your mobile project has many moving parts. With Agentry Analytics, you can inspect how each of them is performing and how it affects everything else. From detailed network performance statistics to battery charge tracking to analysis of user reboots and resets, you'll have the data to make informed decisions about your network operators, hardware vendors and application configuration.

ENHANCE USER EXPERIENCE AND SIMPLIFY TRAINING

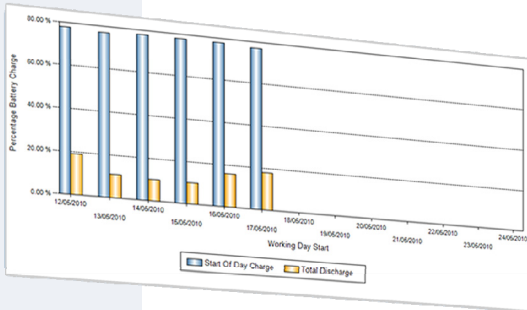
When your goal is continuous improvement in business processes and user experience, Agentry Analytics is the toolset to have. The package gives you a clear picture of how workflows are being executed in the field: how much time users spend on each screen, what errors they encounter and what they do differently than you expected. By effectively shadowing hundreds or thousands of users in their everyday jobs, you can identify best practices, spot bottlenecks and clearly see where they need more training. Taking this involved, proactive approach from the start will mean greater productivity, faster adoption times and improved business processes throughout the solution lifecycle.



SYSTEMS PERFORMANCE TRACKING

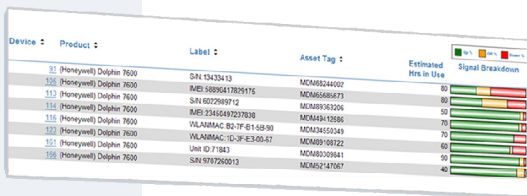
BATTERY ANALYSIS

- Analyze user and group battery charge cycles to minimize mid-day recharging/replacing of batteries
- Identify faulty battery batches per battery type
- Identify best-performing groups or locations to replicate best practices



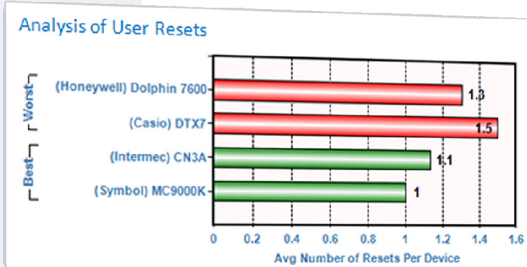
NETWORK ANALYSIS

- See network availability by group, operator, location, device type and user
- Inform the procurement process and SLA tracking
- Analyze the impact of network availability



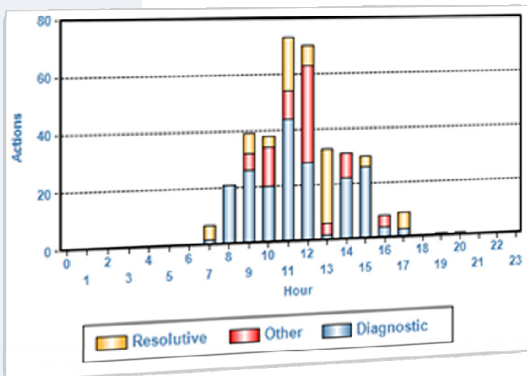
DISRUPTIVE EVENT ANALYSIS

- Analyze user reboots and resets per user group, location and device type
- Identify device issues and user training needs
- Highlight need for application changes



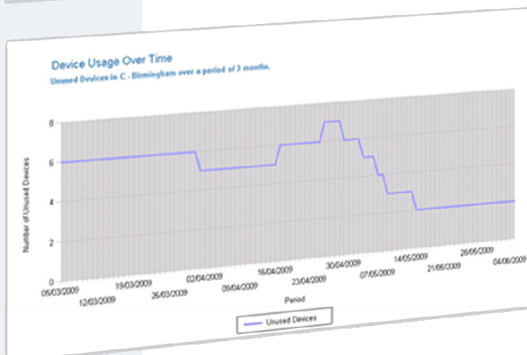
HELPDESK ANALYSIS

- See how users diagnose and resolve problems
- Analyze helpdesk impact on worker performance
- Identify need for application changes
- Increase helpdesk effectiveness



DEVICE UTILIZATION ANALYSIS

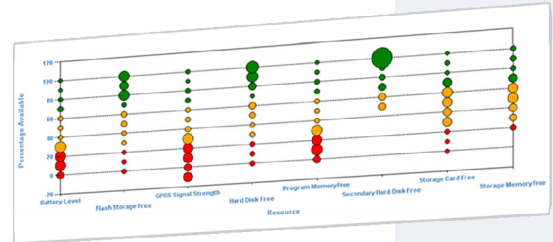
- See how many devices are being used across different locations and groups
- Inform procurement process
- Optimize stock levels and minimize asset shrinkage



BUSINESS PROCESS ANALYSIS

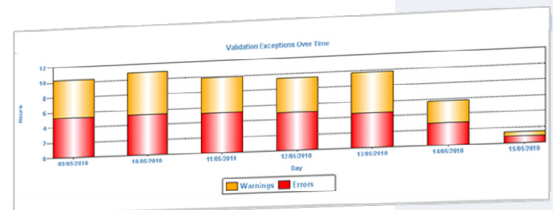
AGENTRY MESSAGING ANALYSIS

- Correlate synchronization failures with key hardware metrics
- See how long data transmissions take
- Identify coverage, device and application issues



AGENTRY BUSINESS PROCESS ANALYSIS

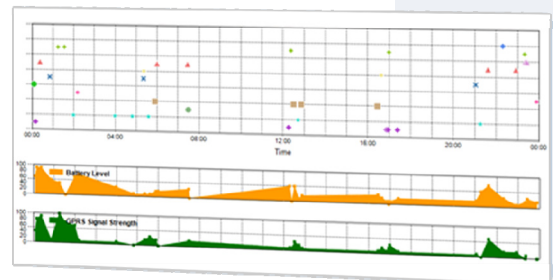
- Understand how workflows are executed in the field
- Monitor the number of validation rule warnings and errors in each part of the application. Track these instances by user, device type, location and group.
- See how much time is being spent on key screens, forms and actions
- Identify training opportunities and potential user experience improvements
- Enhance worker productivity and application performance



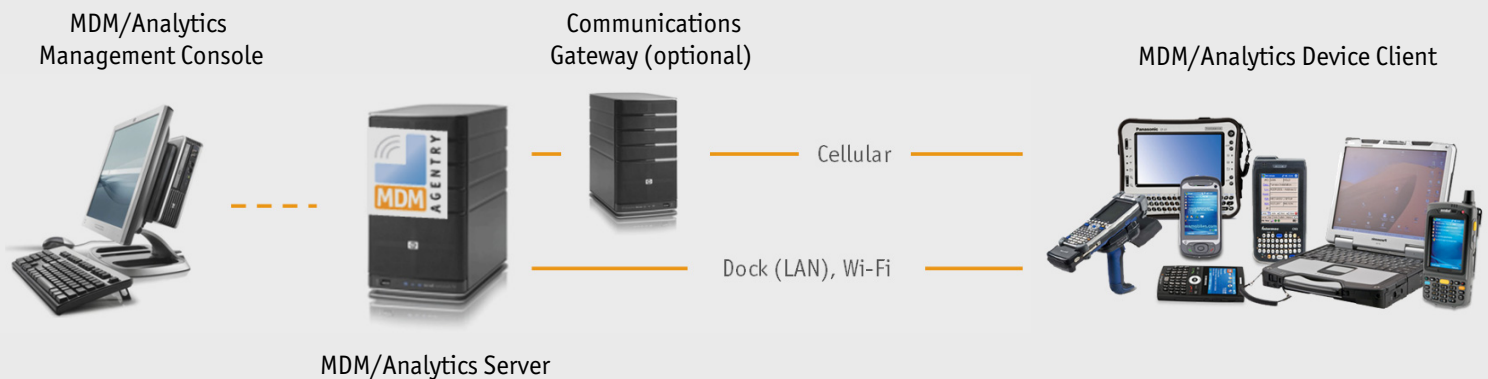
Action Name	Total		Success		Cancelled		Success V Cancel
	Days	Avg	Days	Avg	Days	Avg	
AssetTypeCreate	6	3.3	3	1.3	3	2.0	22
AssetTypeUpdate	4	3.2	3	2.7	1	0.5	22
AssetTypeDelete	4	3.2	3	2.8	1	0.4	4.3
AssetTypeUpdate	6	2.6	4	1.8	2	1.5	3
AssetUpdate	6	3	3	2.7	3	1.4	2.9
AssetAddAsset	4	2.2	2	1.5	2	1	3
DeviceStatusGetAsset	6	2.6	3	1.7	3	1.2	2.2
DeviceStatusGetDevice	4	2	1	1	3	1.7	2.3
DeviceStatusGetAddress	6	4.4	5	2.6	1	0.8	3
DeviceStatusMessageReceivedByID	6	3	6	2.3	0	1.3	1.4
DeviceStatusMessageReceivedUpdate	4	2.8	3	2	1	0.8	2.3
MessageUpdate	6	2.6	5	2	1	1.5	2.7
GetAssignedAssetsByType	6	2.6	4	1.2	2	1.4	2.6
GetDeviceCounts	6	1.9	5	1	1	0.9	3.4
GetDeviceLog	4	2.2	4	1.5	0	0.7	1.2
GetDeviceLogClassCounts	7	1.6	6	1.4	1	0.2	2.7
GetDeviceLogClassFiltered	6	1.8	2	1.1	4	0.7	2.5
GetDeviceLogClassFiltered	4	3	3	1.7	1	1.3	3.1
GetDeviceDeviceCounts	4	3.5	4	1.9	0	1.6	1.2
GetDeviceList	6	2.6	3	1.5	3	1.1	2.8

AGENTRY USER PERFORMANCE ANALYSIS

- Track the time individual users spend on individual processes, error messages, downtime and problem resolution
- Enable management by exception and replicate best practices across your organization



AGENTRY ANALYTICS COMPONENTS



POWERFUL, EASY-TO-DEPLOY SOLUTION

Agentry Analytics is an add-on to Agentry MDM, a powerful mobile device management feature set that's included with all Syclo solutions. As a result, it runs on Agentry MDM's architecture and components that include a management console, an MDM server, a small application deployed to the mobile device and an optional communications gateway. The installation is quick, simple and completely transparent to your mobile users.

FULL INTEGRATION WITH AGENTRY APPLICATION DATA

The power of Agentry Analytics lies in its ability to correlate hardware performance data from the mobile device with events from your mobile application. To achieve this, a wealth of Agentry information (such as communication and session statistics, user activities, errors and warnings, and other data points) is seamlessly combined with hardware-related information in a single easy-to-use interface. This gives your analysis a new dimension and provides your IT staff with unrivaled diagnostics & troubleshooting tools.

AGENTRY ANALYTICS:

COMPATIBLE WITH A BROAD RANGE OF WINDOWS DEVICES

NETWORK-AGNOSTIC

SECURE

SCALABLE



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