



BEST
PRACTICE
GUIDE

Making mobile working secure and efficient

Mobile devices need more than just management

The modern workplace is becoming increasingly mobile. This trend presents companies with the challenge of efficiently managing their digital devices and providing support anytime, anywhere. By combining Mobile Device Management (MDM) or Enterprise Mobility Management (EMM) with remote support, companies gain a solution that serves as both a technical tool and a strategic lever for IT security, productivity, and user satisfaction.

Failing to actively manage and support mobile devices can lead to security breaches, unnecessary costs, inefficient processes, and disgruntled employees. The numbers don't lie:

- **Only 67%** of all companies used an MDM solution in 2025¹
- **More than 90%** of all ransomware attacks unmanaged devices²
- **40–50%** of all IT tickets could be resolved much faster with remote support³

¹ Mobile Device Management Software Statistics 2025

² Microsoft Digital Defense Report 2024

³ IDC FutureScape: Worldwide Future of Work 2024 Predictions

Mobile device management and remote support – the perfect combination!

As an integral responsibility of IT, MDM/EMM enables centralized device configuration, enforcement of security policies, app management, and visibility into device status.

However, many MDM/EMM solutions fall short in user support, for example, when users report problems that cannot be reproduced remotely or when user training is required.

This is where remote support comes into play. With the baramundi Remote Desk solution, powered by AnyDesk, IT administrators can directly access mobile Windows, iOS, or Android devices to view the screen, adjust settings, and guide users through tasks. It transforms device management into a valuable service that saves time, reduces support workloads, and increases IT and user satisfaction!

Together, MDM/EMM and remote support allow you to provide:

- **Centralized management and security** for all mobile devices
- **Immediate assistance with problems** without physical access to the device
- **Live configuration and troubleshooting** directly on the device
- **Rapid onboarding** for new devices
- **Interactive user training and support**
- **Faster problem resolution** for help desk staff



Practical example: Support on the Go

A typical scenario: A sales rep visiting a customer cannot open an important presentation. In just a few clicks, the support team can connect to the mobile device via Remote Desk, identify the problem, and resolve it. The sales rep can then complete the presentation as planned without returning to the office or waiting for help desk assistance.

Remote Desk supports screen sharing on iOS devices and on Android devices configured with Work Profiles. This makes it ideal for providing users with fast, effective troubleshooting and guidance. On fully managed Android Dedicated Devices, baramundi Remote Desk enables unattended remote access and full, direct control to maintain and secure devices without user intervention.



Security, compliance and trust

baramundi Mobile Device Management and Remote Desk together ensure IT security, compliance, user privacy, and control. All connections are encrypted, and each session requires user confirmation.

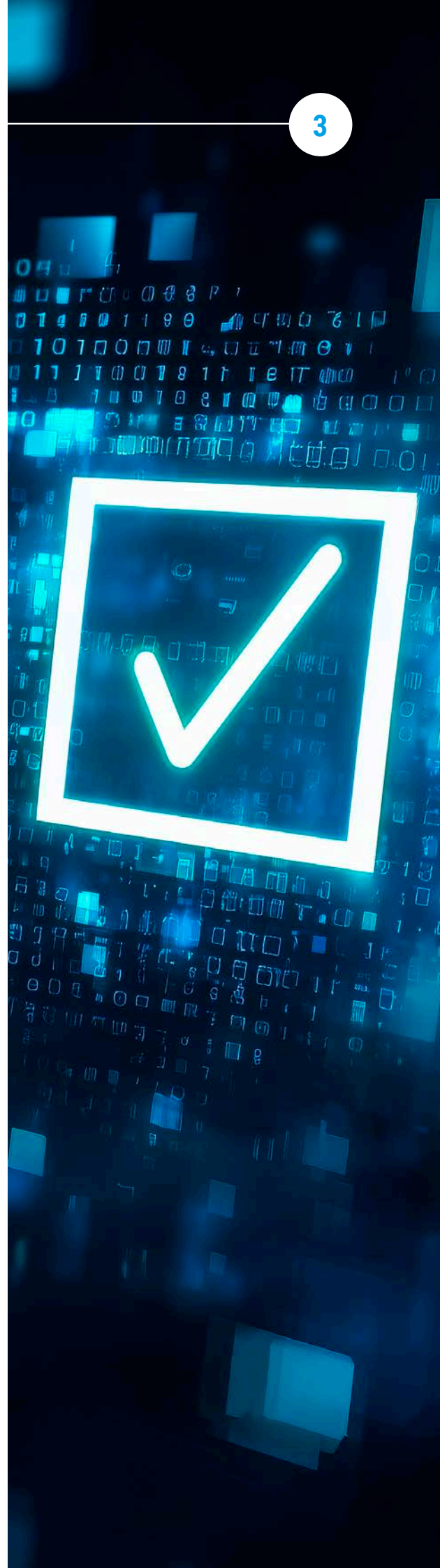
Centralized management via MDM ensures that only authorized devices and individuals can access network resources. The combined solution also meets GDPR requirements for transparency and traceability.



Conclusion: More than just device management – it's fast, efficient, and effective support

When integrated into the baramundi Management Suite, MDM and Remote Desk, powered by AnyDesk, are part of a comprehensive, all-in-one Unified Endpoint Management (UEM) platform that provides centralized control and automated management of on-premises, remote, and hybrid IT infrastructure.

The baramundi Management Suite empowers IT teams with customizable tools for automated software deployment, patch management, OS installation, IT inventory, and vulnerability management across Windows, macOS, Linux, Android, and iOS endpoints.



Any questions?

Feel free to make an appointment with us.

In a personal meeting, we will explain how baramundi software can help you achieve greater digital independence with its unified endpoint management solution.



About baramundi software GmbH

baramundi software develops unified endpoint management for the central administration of PCs, mobile devices, and servers. It automates software distribution, simplifies patch management, and creates transparency in the network. baramundi thus makes a significant contribution to IT security and frees up resources.



CONTACT US

+49 821 5 67 08 - 380
request@baramundi.com
www.baramundi.com



baramundi software GmbH
Forschungsallee 3
86159 Augsburg

+ 43 19 28 01 36 00 10
request@baramundi.com
www.baramundi.com



+41 77 280 49 79
request@baramundi.com
www.baramundi.com



+39 340 8861886
request-italia@baramundi.com
www.baramundi.com



+48 735 91 44 54
request@baramundi.com
www.baramundi.com



+44 2071 93 28 77
request@baramundi.com
www.baramundi.com



+1 508-861-7561
requestUSA@baramundi.com
www.baramundi.com



baramundi software USA, Inc.
30 Speen St, Suite 501
Framingham, MA 01701, USA

+49 821 5 67 08 - 390
request@baramundi.com
www.baramundi.com

