TechSafe Manage

A worry-free managed service for secure, productive devices.



Who it's for

- IT Service Desk Manager
- IT Operations Manager
- CIO

What it does

Makes device management simple: stronger security, lower costs and rich asset visibility, delivered as a fully managed service on IBM MaaS360, Microsoft Intune or Omnissa Workspace ONE.

Key features

- Device management for iOS, Android, Windows and macOS
- App, patch and update management
- Work profile separating work and personal data
- Remote PIN reset, locate and wipe
- 24/7 automated first-level support

Business outcomes

- **Faster recovery**
- **Reduced support costs**
- **Improved employee productivity**
- **Better user experience**

ISO 27001 CERTIFIED

How TechSafe Manage keeps your devices secure and productive

Four capabilities that deliver better device health, stronger compliance and less disruption.

1

Monitor

Track device health and compliance at scale, detecting issues early.

2

Refresh

Keep devices secure and performing with a faster, more secure refresh process.

3

Visibility

Gain complete visibility and control across your device fleet to decide faster.

4

Recover

Regain access to locked devices without disruption, cutting downtime and support costs.

Result: less disruption, stronger security and more time for what matters.

Use Case 1: Forgotten PIN or Locked Device



Business Challenge

An employee forgets their PIN and becomes locked out of a business-critical mobile device. This results in:

- Lost productivity
- Service Desk tickets
- Delayed customer interactions
- Potential business disruption

Who Cares?

- IT Service Desk Manager
- End User Computing Manager
- IT Operations Manager
- CIO
- Field Operations Manager

How TechSafe Helps

- Remote access recovery
- Restore device usability
- Avoid device replacement
- Minimise downtime

Business Outcomes

- Faster recovery
- Reduced support costs
- Improved employee productivity
- Better user experience

ISO 27001 CERTIFIED

Use Case 2: Device Health & Compliance Monitoring



Business Challenge

Organisations struggle to maintain visibility of device health, compliance status and security posture across hundreds or thousands of devices.

Who Cares?

- CISO
- Security Operations Manager
- Endpoint Manager
- Infrastructure Manager
- Compliance Manager
- CIO

How TechSafe Helps

- Centralised device monitoring
- Compliance tracking
- Device health reporting
- Proactive issue identification

Business Outcomes

- Reduced security risk
- Improved compliance
- Fewer device failures
- Better operational visibility

ISO 27001 CERTIFIED

Use Case 3: Device Refresh & Lifecycle Management



Business Challenge

Devices become outdated, unsupported or vulnerable, creating increased risk and poor user experience.

Who Cares?

- IT Asset Manager
- Procurement Manager
- Infrastructure Manager
- CIO
- Finance Manager

How TechSafe Helps

- Identify ageing devices
- Plan refresh programs
- Monitor lifecycle status
- Support secure upgrades

Business Outcomes

- Reduced risk
- Improved security posture
- Better budget planning
- Improved employee experience

ISO 27001 CERTIFIED

Use Case 4: Fleet Visibility & Operational Control



Business Challenge

Device information is spread across multiple tools and systems. IT lacks a single view of:

- Device status
- Compliance
- Lifecycle
- Risk exposure

Who Cares?

- CIO
- Head of Technology
- Service Delivery Manager
- IT Operations Manager
- Security Manager

How TechSafe Helps

- Single pane of glass visibility
- Device intelligence
- Operational reporting
- Faster decision-making

Business Outcomes

- Better governance
- Faster issue resolution
- Improved reporting
- Greater operational control

ISO 27001 CERTIFIED

Who Buys TechSafe Manage?

Executive Buyer

- CIO
- CISO
- Director ICT
- Head of Technology

Operational Buyer

- IT Operations Manager
- Service Delivery Manager
- EUC Manager
- Asset Manager

Technical Buyer

- Endpoint Manager
- Infrastructure Manager
- Security Operations Manager
- Desktop Support Lead

Key message: TechSafe Manage delivers value across security, operations and end-user productivity, making it relevant to both executive and technical stakeholders.

Industries We Help

Healthcare

Keep clinical and mobile workforce devices compliant and available.

Aged Care

Support frontline carers with secure, healthy devices.

Government

Meet security and compliance requirements across distributed workforces.

Utilities

Maintain visibility and control of field worker devices.

Telco

Improve fleet management and operational efficiency.

Enterprise

Deliver consistent compliance and lifecycle management at scale.