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Mobile Device Hosting Service

Accelerate your mobile application delivery capability with the power of OpenText.

Executive Summary

Presenting a five-star mobile experience to your customers is a critical part of doing business. Teams who want to present an optimal user experience are confronted by the many challenges of mobile application delivery. Users expect a high quality, secure experience no matter the device being used. OpenText UFT Digital Lab provides a world-class platform for mobile application development and testing. UFT Digital Lab helps organizations implement a flexible, robust and extensive mobile development and testing framework with real mobile devices. Mobile application developers and testers can use this framework to ensure they address variations between the vast number of devices, form factors, various operating systems and network conditions. Like any development and testing framework, the mobile environment needs to be managed, maintained, supported and refreshed from time to time. Who will support the mobile environment? Resetting devices if they become unresponsive, or replacing devices if they fail, or even dealing with device warranty issues?

Often this burden falls to the very developers and testers delivering the mobile applications. Instead of using their valuable time and skills to develop and test, they are stuck with the burden of managing, maintaining, and supporting the ever-growing number of mobile devices and the environments within which they operate. Security and access for those devices are also real concern. You must consider the physical domicile of devices, security of mobile devices accessing production environments, and restrictions around having mobile devices in data centers.

OpenText can help. You can focus on meeting your customers' expectations and beat the challenges of mobile application delivery.

Mobile Device Hosting Service provides you a highly accessible, secure, and supported framework that combines UFT Digital Lab with our environment and device hosting and support. Let us complete the loop of your mobile development and testing. Our flexible, high-value solution enables your mobile application teams to develop and test on real mobile devices—without the heavy burden and cost of managing a mobile device farm.

Mobile Device Hosting Service Overview

Mobile Device Hosting Service is a cloud-based environment for testing mobile applications on real physical devices such as phones and tablets. It leverages your existing UFT Digital Lab licenses and integrates into your development and testing tools to enable authentic, end-to-end, mobile device interaction. This solution is secure, available 24x7, and can be customized to accommodate the lifecycle and requirements of any mobile application. OpenText hosts the UFT Digital Lab environment, the devices, and provides proactive and reactive support to ensure the environment is available and operating optimally for dedicated use by your mobile application delivery teams.

Service Options

OpenText Professional Services works with you to structure a personalized Mobile Device Hosting Service. We set up the service based on the options below:

- Number of mobile devices and the choice of devices.

- Duration of the service (with a six-month minimum term).

- Architecture options range from a private hosted cloud, a solution connected to your devices on-premises, a solution integrated via OpenText Software-as-a-Service (SaaS), or a hybrid of these.

- Inclusion of OpenText Network Virtualization as a part of the solution.

- Any periodic replacement of devices for the purpose of updating devices.
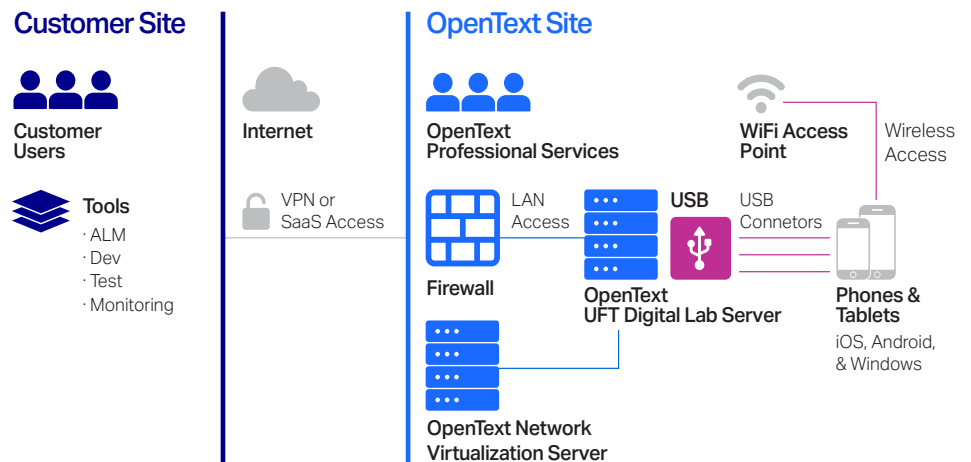

Figure 1. Mobile Device Hosting Service architecture

- Any periodic increase of the number of devices to cater for further adoption of the service within your organization.
- Any additional support, such as 24x7 support, or add-on consulting hours to provide services, and support above the base support provided within the service.

Each option has an impact to our pricing but, OpenText offers extremely attractive device-per-month costs. With longer term durations the per-device per-month cost reduces.

What We Do

We deliver this service to enable you to focus on your mobile application development and testing. To cater to this, focus OpenText carries out the following:

- We acquire the devices, instantiate the service, connect it to your environment, and mentor you to start using the service independently.
- We host UFT Digital Lab accessible either through an OpenText private cloud, on-premises, or through OpenText SaaS. Network Virtualization is also a hosting option.
- Solution infrastructure is delivered via our world-class data center facilities. Customers can specify the location of where devices are hosted across select geographical locations.
- Allow only authorized users to access the solution over an internet connection, either incorporated as an internal or external network, and available 24x7 with an availability level of 99.5 percent.
- There is a single point of contact to support the solution, handling your enquiries or service requests.
- Users can open support requests through a web portal (or other agreed procedure) and expect a response time based on the severity and urgency of the request.

- We provide problem management, resolution, and handle escalations (for example to OpenText software support or R&D).
- We maintain the environment (for example, checking device health or implementing UFT Digital Lab patches).
- We coordinate and schedule any outages with your local administrators to minimize the impact on productivity.
- The service has backup devices ready to rapidly implement in the case devices fail. OpenText will endeavor to use the closest possible device to replace a failed device.
- If devices fail, we manage device warranties, repair or replace devices, and then reinstall replaced devices as a part of day-to-day operations.
- We can structure the service to increase device numbers or update devices with new devices periodically to ensure your organizations development and testing is done on the latest available devices, or scale to your growing capability.
- We also provide a dedicated contact for any non-supported related inquiries or issues. This person ensures that your service is being delivered at the high standards you expect.

Getting Started

Once you have made your device selections, OpenText sets up your dedicated service, which becomes operational within two to four weeks. This setup period includes the following activities:

- We order and ship your selection of devices to our data center as well as provide any equipment needed to connect the devices to their host machines.
- We then create the UFT Digital Lab environment and connect your devices to the host.

- We create the user profiles to access the service and UFT Digital Lab, and configure any specific parameters for UFT Digital Lab for your dedicated service.
- We connect your development, testing, and monitoring tools to the Mobile Device Hosting environment. Examples may be to connect OpenText UFT One, the Appium tool, or another tool that is supported by UFT Digital Lab out-of-the-box integration.
- Once this is ready, we mentor you, ensuring that you are then able to connect to the service; view and monitor devices; create or record automated test scripts on your devices; execute those scripts; monitor the behavior of devices during execution; understand the test results; and, provide first-level administration and support for the environment.
- We also ensure that the process and procedure to log support requests is understood, and your users know how to access the dedicated support we provide for this service.

In a few short weeks you are ramping up your mobile application capability.

What You Need to Do

There are some prerequisites you must complete so OpenText can rapidly implement your dedicated OpenText Mobile Device Hosting Service:

- Provide a valid OpenText UFT Digital Lab software license, either through standard licensing or via OpenText SaaS.
- Provide network connectivity to our virtual private network or SaaS in accordance with the technical specification data corresponding to the version of the OpenText UFT Digital Lab in use.
- Provide a list of mobile devices to acquire for connection to the service (four devices as a minimum requirement.) OpenText

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procures mobile devices to ensure that all devices implementations and operations are in accordance with the warranty and conditions of the device itself. It also enables us to handle warranty issues unhindered.

Benefits of the Mobile Device Hosting Service

This service provides a high-value solution to your mobile device farm challenges. Engaging OpenText to provide the Mobile Device Hosting service provides some or all of the following benefits:

- **Competitive and low cost:** The per-device, per-month cost when compared to a do-it-yourself device farm, or even from our competitors, is very low. Save on infrastructure, device, maintenance and support costs. Our solution is comprehensive, extremely cost effective, and supported by highly skilled, dedicated engineers.

- **Easy integration:** Easily integrate your existing mobile framework into this solution, or rapidly scale your mobile application delivery capability. Your mobile framework also becomes more flexible as you call on us to swap out devices or add new devices.

- **Higher productivity:** Our service frees your developers and testers and other mobile application delivery resources to do what they do best—delivering high-quality mobile applications for your users and customers. Let us take on the expert

support and maintenance of a complex mobile farm environment.

- **Rapid start:** We implement this service quickly with your choice of real devices that can be tailored and managed, dedicated to your requirements for developing and testing your mobile applications.

- **Highly available and secure:** The service is dedicated 24x7 to you with availability of 99.5 percent availability, and runs in ISO27001 compliant data centers.

The OpenText Professional Services Difference

OpenText provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery:

- Proven OpenText software solution implementation expertise.

- More than 20 years of experience helping large, complex, global organizations realize value from their OpenText software investments.

- Rich intellectual property and unparalleled reach into product engineering.

- Education and support services to ensure adoption.

Learn more at
OpenText Professional Services
www.microfocus.com/opentext

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