

## GENERAL CONDITIONS OF THE USE OF SERVICE MDM – Mobile Device Management

### Article 1 Subject of General Conditions

- 1.1. The subject of these conditions is the way of establishing and using the service MDM - Mobile Device Management (hereinafter: Service).
- 1.2. By submitting a Request for activation of the Service (hereinafter: Request) or by accepting MEGATREND's offer, business user (hereinafter: User) accepts these Conditions of MEGATREND POSLOVNA RJEŠENJA d.o.o. (MEGATREND BUSINESS SOLUTIONS Llc.) (hereinafter: MEGATREND) for using the Service.
- 1.3. After the receipt of the filled Request in accordance with the Paragraph 1.2 of this Article (hereinafter: Request) or after accepting MEGATREND's offer, MEGATREND shall inform the User following working day in writing or in any other appropriate manner about the acceptance/rejection of the Request respectively offer, and that after, among other things, the verification of the User's creditworthiness respectively solvency.
- 1.4. The contract on the use of Service is considered concluded at the moment when MEGATREND accepts the Request of the User respectively the offer. These Conditions, together with the User's Request, respectively the MEGATREND's offer, notification on the acceptance of the Request, respectively notification on the acceptance of the offer and the applicable MEGATREND's price list for the Service (hereinafter: Price list), constitute the Contract on the use of Service ("Contract").
- 1.5. In this basic part of the Conditions, following attachments are attached which form its integral part:
  - Attachment 1 – Specification of the Service;
  - Attachment 2 - Contact
- 1.6. In case of conflict between the provisions of the basic part of these Conditions and provisions of Attachments 1 and 2, the provisions of the basic part of these Conditions shall take precedence over the provisions of Attachments.
- 1.7. The User is obligated to notify MEGATREND without delay in writing of any change to User's data mentioned in the Request respectively the offer (e.g. company/name, address, e-mail address), and is responsible for any damage incurred due to failure to fulfil this obligation.
- 1.8. The prerequisite for using the Service is access to the Internet. Internet access is provided by the User independently of the Service, and the mentioned access and data transfer are not subject of these Conditions. Pursuant to the mentioned above, MEGATREND is not responsible to the User for possible interruptions or errors in the Internet connection respectively during the transmission of data as well as for any possible damage that occurred or might occur to the User because of such interruption/errors.

### Article 2 Terms and definitions

- 2.1. For the purposes of these Conditions, each of the below mentioned terms and definitions has the following meaning:
  1. Internet application - an application that allows the User to access and manage his Devices in the Republic of Croatia or abroad in real time, for the User's internal business needs.
  2. User is the business user which concludes a Contract with MEGATREND for his own business needs.
  3. User data are all data processed in connection with the Service, and which are directly or indirectly related to Users.
  4. Day means calendar day, unless otherwise is expressly stated in these Conditions.

### Article 3 The manner of providing Service

- 3.1. The contracting parties mutually agree that with these Conditions, attachments to these Conditions and the Request are defined all the details regarding the nature, scope and quality of the Service.
- 3.2. In accordance with these Conditions, MEGATREND allows the User to use the Service for his own business purposes, as it is defined in these Conditions.
- 3.3. MEGATREND provides the Service to the User which is used and can be accessed through the website <https://mdm.megatrend.com>
- 3.4. The User may access the data on the use of device or Internet application through any mobile or fixed electronic communication network that enables an access to the Internet with the help of a personal computer or a mobile phone. One of recommended Internet browsers, such as Mozilla Firefox, Google Chrome, Internet Explorer, or Safari is required for proper operating and using of the Service.
- 3.5. Prerequisite for proper operating and using of the Service is to install a client application on device that the User shall download from the appropriate application store. Installing and configuring software downloaded from the application store is not the subject of this contract and MEGATREND shall not bear the costs of the mentioned loading and/or installation.
- 3.6. The Service is a set of functionalities based on the cloud technology. The Service includes:
  - device management by client application and applicative solutions - smartphones, laptops and tablets (mobile device configuration and security, centralized management and control of mobile device security,

granular and consistent set of management features);

- mobile application management on devices through client applications and application solutions - a set of tools for implementing security policies on mobile applications, company mobile applications in one place;
- management, control, access and share of mobile content, data and files through application solutions and client applications on devices by direct connection to the company's network (email, VPN).

- 3.7. Availability of the Service of each device depends on data transfer service on location where device is situated.
- 3.8. The prerequisite for the use of the Service is the acceptance of the Request respectively the order on providing the service based on which MEGATREND shall activate the Service respectively assign the user name and password that allows the user to access the administration interface of the application and enable using of as many client applications as it is specified in the Request respectively offer on providing the service.
- 3.9. Since the User is able to change the initial configuration alone (add/subtract the number of devices, respectively the users) through the applicative solution, for the purposes of verifying the monthly user accounts contracting parties are referencing to the amount of devices and users specified in the applicative solution, menu Reports, Mobile Devices.

#### Article 4 User support

- 4.1. MEGATREND provides user support regarding the Service in the manner and under the conditions defined in these Conditions and their attachments.
- 4.2. Within the scope of the maintenance, MEGATREND shall take all reasonable steps to:
  - ensure continuous functionality of the Service,
  - provide telephone assistance in solving problems while using the Service.
- 4.3. In the report of the failure respectively the problem with the function of the Service, it is necessary to state:
  - address and telephone number of the User, and the name of the authorized person reporting the failure/problem,
  - as precise as possible description of the failure/problem.

#### Article 5 Obligations and responsibilities of the User

- 5.1. In order to avoid any ambiguity, the User shall be solely responsible for any and all acts and/or omissions in connection with the Service, in accordance with the Conditions, MEGATREND's instructions for the use of the Service, and any other instructions regarding the Service as well as the applicable regulations of the Republic of Croatia.
- 5.2. The User is obligated to provide MEGATREND with the correct and complete data required for the use of the Service and for providing user support.
- 5.3. The User is solely responsible for the implementation and enforcement of all necessary measures in order to maintain the confidentiality and security of the username and password assigned to him by MEGATREND for the purpose of using the Service, in accordance with the applicable regulations of the Republic of Croatia and these Conditions. If the User suspects or finds out that his username and/or password is compromised, or that the same has been used for unauthorized access and/or use, he is obliged to immediately notify MEGATREND via contacting data stated in the Attachment 2 of these Conditions.
- 5.4. The User is not authorized to exploit the name of the Service and/or trademarks used by MEGATREND and who are owned by MEGATREND or its partners.
- 5.5. The User shall be responsible to MEGATREND and shall be obliged to compensate all damages incurred to MEGATREND and/or third party by improper and/or unauthorized use of the Service's name and/or other trademarks used by MEGATREND.
- 5.6. The User undertakes to use the Service exclusively for his own needs and in a manner that does not jeopardize the functionality and operation of the Service. The User guarantees that the Service shall be used in accordance with these Conditions, MEGATREND's instructions for the use of the Service and any other MEGATREND's instructions regarding the Conditions of the Service, as well as the applicable positive regulations of the Republic of Croatia. The User shall bear all responsibility in case of acting contrary from what is stated in these Conditions.
- 5.7. The User is fully responsible for the content of the information and data that he transmits and stores through the Service and shall compensate MEGATREND for all incurred damages in case of unauthorized User's actions while using the Service, as well as in the case of transfer or storage of illegal content. MEGATREND does not review or monitor the mentioned data and content that the User stores or transmits using the Service.
- 5.8. The User guarantees to MEGATREND that the content that he places on the Service based on this Contract shall not include:
  - content that violates applicable regulations of the Republic of Croatia;
  - content that is unethical or immoral (for example, that spreads hatred and intolerance, or contains any form of pornography, etc.);

- content that contains viruses or similar harmful computer programs;
  - content intended for criminal activities or organizations;
  - content that constitutes as violation of third party rights, including, but not limited to, patents, copyrights and intellectual property rights, programs and instructions on hacking, or invoking illegal activities.
- 5.9. The User is solely responsible for every action and every activity related to personal and other data stored by using the Service.
- 5.10. In the event that MEGATREND receives information respectively becomes aware of the violation of these Conditions by the User, MEGATREND shall promptly notify the User thereof and temporarily disable the use of the Service. In the event of a continued violation of these Conditions by the User, respectively failure to remove an existing violation, MEGATREND reserves the right to completely disable the User from further use of the Service.

## Article 6 Prices and terms of payment

- 6.1. For using the Service, the User is required to pay a monthly fee according to the applicable Price list of the Service. The monthly fee for the use of the Service in the calendar month in which the use of the Service started respectively until the termination of the Contract is calculated for the whole month, regardless of the day of the month in which the service is activated or deactivated. The Service fee shall be charged through an invoice that MEGATREND shall issue after the expiration of the accounting period for that accounting period.
- 6.2. The User is obligated to pay to MEGATREND invoice in full until due date stated on the invoice. In the event of a delay with the payment of the invoice, MEGATREND has the right to charge statutory interest rate in accordance with the applicable regulations of the Republic of Croatia.
- 6.3. If the User does not settle in full the due debts according to the MEGATREND's invoice until the due date, MEGATREND has the right, after sending a written notice of payment (hereinafter: Notice), to temporarily suspend the provision of the Service. In that case, MEGATREND shall send to the User a Notice which contains a warning that MEGATREND will disable further use of the Service if the User does not settle all of his debts based on such invoice within the deadline specified in the Notice. If the User fails to pay the due debts in question within the period of the temporary suspension of the provision of the Service which will also be indicated in the Notice, MEGATREND has the right to permanently disable the use of the Service respectively to terminate the Contract with a written notice. MEGATREND shall not be responsible for any damages that may arise due to temporary or permanent suspension of the use of the Service, respectively termination of the Contract, which has occurred in accordance with the conditions defined in this Article. Furthermore, MEGATREND has the right to delete User data within 30 days from the date of the termination of the use of the Service.
- 6.4. MEGATREND shall deliver to the User MEGATREND's Price list for the Service.
- 6.5. MEGATREND is entitled to assign claims which it has against the User to third parties, banks and debt collection agencies, in the manner and in accordance with the applicable regulations, whereby the User does not bear the costs of assignment or any other charges that may arise from the assignment of the claim.

## Article 7 Right of use

- 7.1. MEGATREND grants to the User a non-exclusive, contentually and timely limited, and non-transferable right of the use of the Service, including all software that the User shall use as part of the Service, solely for his own purposes.
- 7.2. In order to avoid any misunderstanding, the User does not acquire the right of ownership or any other right in respect to the Service and software referred to in the preceding Item of this Article except those rights of use that are explicitly mentioned in these Conditions.
- 7.3. The User is not authorized to modify, adapt, change, translate or create derivative works from the Service and software referred to in the Item 7.1 of this Article, and is not authorized to copy, distribute, install, connect with other software, reverse engineer, decompile or otherwise attempt to obtain source code of the application and/or the described software, develop or make new versions of the application and/or software referred to in the Item 7.1 of this Article, nor distribute, sublicense, or use it in any way other than it is expressly permitted by the preceding paragraph. The Service and software referred to in the Item 7.1 of this Article shall be considered exclusive and irrevocable ownership of MEGATREND respectively its licensors on which MEGATREND respectively its licensor, lays all the rights including the rights of use, sale, development and customization.
- 7.4. The User is responsible for reimbursement of all possible damages incurred to MEGATREND and all intellectual property right holders regarding claims, proceedings, debts, damages, costs and expenses arising from the request based on User's violation of the provisions of this Article, in particular patent rights, copyrights, licenses, trade secrets, trademarks or other intellectual property rights of third parties. In the event that the claim has been filed or a proceeding has been initiated regarding the violation of the patent and/or copyrights, licenses, trade secrets, trademarks and/or other intellectual property holder's rights of third parties or MEGATREND or intellectual property right holder reasonable expect that such procedure shall be initiated regarding the Service and/or software from the Item 7.1 of this Article,

MEGATREND may at its own cost take necessary and possible measures to avoid any violation or alleged violation of these rights in the further provision of the Service. This can be done in particular by modifying or replacing the relevant part of the Service referred to in the Item 7.1 of this Article or by regulating relationships in such a way that prevents the use of the rights that have been infringed or suspected to be violated

#### Article 8 Guarantee Restrictions

- 8.1. MEGATREND provides to the Users the access to the Service owned by IBM. In case that the software used to provide Services and documentation, including technical information, is subject of any export control regulations of the United States of America, including U.S. Export Administration Act and related regulations or import/export regulations of other countries, the User undertakes to comply with such regulations.
- 8.2. The Service is provided to the User in the final form, on the principle "as is" ("as is"), and it is excluded any guarantee in respect of any material or other disadvantages of the Service. Any guarantee regarding client application deficiencies, applicative solution or the Service, performance, usability and similar is excluded. The User accepts that the access to the website used in providing the Service may sometimes be interrupted or temporarily inaccessible or disabled due to site routine maintenance as well as for other reasons.
- 8.3. MEGATREND shall try to offer a client application and applicative solution within the Service, but cannot guarantee that it is without flaws. IBM MaaS360 MDM service information are available on the web site <http://www-03.ibm.com/software/sla/sladb.nsf/> and [https://www-03.ibm.com/software/sla/sladb.nsf/pdf/6740-06/\\$file/i126-6740-06\\_04-2016\\_en\\_US.pdf](https://www-03.ibm.com/software/sla/sladb.nsf/pdf/6740-06/$file/i126-6740-06_04-2016_en_US.pdf) (IBM Terms of Use – SaaS Specific Offering Terms, IBM MaaS360 (SaaS)), respectively the appropriate up to date versions of the documents on the IBM Web site.
- 8.4. The User accepts that the manufacturer IBM has the right to change his conditions of using the service IBM MaaS360 Mobile Device Management.
- 8.5. The Service is not intended for protection against theft of objects, alarming, alerting or for use in applications that protect human life or for performing actions that are necessarily performed without interruption, 24 hours a day, 365 days a year.
- 8.6. MEGATREND confirms that is authorized to submit an applicative solution to the User in the scope of the Service in accordance with the conditions defined in these Conditions.
- 8.7. MEGATREND is not responsible for the damage caused by: (i) the inability to use applicative solution due to inadequate actions of the User; (ii) unavailability of the applicative solution caused by technical problems or force majeure; (iii) malfunction of the application solution; (iiii) inadequacy of services for the business purposes of the User. The User or the Responsible person undertake to announce to MEGATREND in writing works on their own infrastructure which directly or indirectly affects the reliability and operation of the Service at least 7 working days in advance.
- 8.8. MEGATREND does not guarantee that the Service shall function without interruption at any time.
- 8.9. MEGATREND is not responsible for problems with accessing the administration site of the Service caused by error of IBM or internet service provider, User's PC or by problem caused by User's internet connection. MEGATREND is not responsible for any consequences that may arise from using the data from the Service by the User.
- 8.10. MEGATREND is not responsible for the damage to the User if, despite the protection measures, occurs loss or destruction of data, unauthorized access, unauthorized changes, unauthorized disclosure or any other misuse, especially when the above circumstances are caused by force majeure, equipment failure, misuse, influence of others licensed and unlicensed computer programs, viruses and other adverse effects.
- 8.11. In case of any defects of the Service, the only legal remedies of the User are related to the request for providing user support, and other legal remedies are explicitly excluded to the fullest extent provided by the law. To the fullest extent provided law, all guarantees with respect to the Service are excluded, written, oral, express, implied, performance guarantees, suitability for use, and similar.

#### Article 9 Responsibility for the damage

- 9.1. For damages that may arise in the execution of the MEGATREND's obligations stated in these Conditions, and which are caused by intent or gross negligence, the responsibility shall be unlimited.
- 9.2. In all other cases, total responsibility of MEGATREND for any damage caused to the User by the violation of MEGATREND's obligations arising out of these Conditions (by action or omission) is limited to the responsibility for ordinary (direct) damage to the maximum amount of the last monthly fee that the User has paid for use of the Service in accordance with these Conditions. Every responsibility of MEGATREND for indirect damage such as, but not limited to, negative damage or lost benefit and/or profit, intangible damage or violation of personal rights of any kind, respectively any indirect or consequential damage, loss of production, loss of data or similar, unnecessary costs, loss of data or claims of third parties, is excluded.
- 9.3. MEGATREND is not responsible for the effect or results that the User may have or which the User expects from using the Service.

#### Article 10 Updates

- 10.1. As part of the Service, updates of the Service are envisaged in a way that support new version of the application that the User currently uses. These updates are designed to improve, repair or enhance the Service, and can have the form of bug fixes, enhancements of the functions, new modules or completely new versions.
- 10.2. The updates shall take place at regular and extraordinary intervals.

#### Article 11 Duration of contractual relationship

- 11.1. The Contract is concluded for an indefinite period of time, with the minimum contractual duration defined in the Request respectively the order. If the User has been granted a trial period for the use of the Service, the minimum duration of the Contract shall commence upon the first day after the expiry of such trial period. The trial period, if it is contracted, is defined in the Request, the offer respectively the order.
- 11.2. After MEGATREND accepts User's request respectively the order, the User shall be allowed to use the Service as soon as possible.
- 11.3. If the User has been granted a probation period for the use of the Service and if the User wants to terminate the Service after the relevant trial period expires, MEGATREND shall deactivate the service and the User data will be deleted within 30 days of the termination of use of the Service.

#### Article 12 Termination of the contractual relations

- 12.1. The User can cancel the Service at any time by sending a written notice to MEGATREND during regular business hours.
- 12.2. If the termination of the Contract on using the Service has happened prior to the expiration of the minimum duration of the Contract, whether the termination of the Contract was made at the request of the User or if the termination was due to non-payment or because of the violation of the User's obligations, the User shall be obliged to pay to MEGATREND a fee for the remainder of the compulsory duration of the Contract.
- 12.3. In addition to the right to temporarily and/or permanently suspend the use of the Service and the right to termination due to non-payment defined in Article 6.3 of these Conditions, each party may terminate the Contract with a written notification with immediate effect if the other party continues to violate respectively fails to fulfil its obligations stated in this Contract and/or fails to remove the consequences of any violation within 15 (fifteen) days after the receipt of the written notice in which that violation is mentioned.
- 12.4. MEGATREND has the right to terminate the Contract with immediate effect in the event that the User does not comply with the Article 5 of these Conditions.
- 12.5. In the event of termination of the Contract due to violation of User's obligations from these Conditions, MEGATREND shall not be responsible for any damages that may arise to the User due to such termination of the Contract.
- 12.6. The right to terminate with immediate effect also exists in case that bankruptcy or similar proceedings is initiated or will be initiated against the other party.
- 12.7. The User cancels/terminates the Contract with a written notice to MEGATREND, sent to MEGATREND's headquarters, and MEGATREND by sending it to the User's address specified in the Request for the activation of the service, or to the last e-mail or postal address that the User has notified him pursuant to the Item 1.4 of these Conditions (clarification: the User is responsible for ensuring that the addresses submitted to MEGATREND in the Request or pursuant to Article 1.4 of these Conditions are true and that the e-mail address provided to MEGATREND in the Request or pursuant to Article 1.4 of these Conditions are valid and functional, and MEGATREND shall not suffer any consequences if the User does not receive/accepts the notification even though it has been sent to such address and all manifestations of the will that MEGATREND sends to such addresses shall be deemed to have been received on the third day of their submission and User not accepting such notice shall not postpone the performance of the legal effects of such notice).
- 12.8. The parties shall not be held responsible for the non-fulfilment of their obligations and for any damages incurred in connection with such failure, if the failure was due to the event of force majeure.
- 12.9. The User is required to pay all fees for Services provided up to the day of termination of the Contract.
- 12.10. The Contract can be terminated in other cases determined by the applicable regulations.

#### Article 13 Confidentiality

- 13.1. The parties cannot disclose confidential information relating to or connected to the Contract to unauthorized persons or any third party without prior written consent of the other party, which includes, but is not limited to commercial, financial, technical or strategic information that one party has entrusted to another for the duration of the Contract, and in particular, they cannot disclose the above information to the direct or indirect competitors of the other party.
- 13.2. The party that violates the obligation of confidentiality from this Article is responsible for all damages, without

any limitations, caused to the other party as a result of the violation of the obligation of confidentiality of information.

13.3. Neither party is responsible for disclosure or use of confidential information that:

- are already known or become known to the public, except in the case of violation of the Contract or
- must be disclosed pursuant to the law, in accordance with the request of the competent authorities.

13.4. The provisions of this Article shall remain in force permanently.

#### Article 14 Assignment

14.1. This Contract is binding to the contracting parties and their universal legal successors. Neither party is entitled, without the prior written consent of the other party, to assign this Contract to any third party. MEGATREND and the User agree that the above mentioned written consent, especially in the case of assignment to affiliated companies, shall not be denied without a valid reason.

#### Article 15. Partial nullity

15.1. If any of the provisions of these Conditions becomes unlawful, invalid or unenforceable in any aspect pursuant to the applicable regulations, it shall not affect the lawfulness, validity or enforceability of other provisions of these Conditions.

15.2. MEGATREND, its licensor and the User agree that the provision which becomes unlawful, improper or unenforceable shall be replaced by a lawful, valid or enforceable provision by their mutual agreement, which according to its economic purpose and MEGATREND's and User's intent shall correspond to the provision which has become illegal, invalid or unenforceable.

#### Article 16 Force Majeure

16.1. MEGATREND and the User are not responsible for failing to fulfil any obligation stated in this Contract if the failure is caused by force majeure (defined as an event outside the control of the contracting parties and independent of their will) that directly affects the fulfilment of the obligations of the contracting parties under this Contract and which cannot be caused by negligence of the contracting party, since the contracting party could not foresee, prevent, avoid or remove such conditions, provided that the affected party has informed the other party in accordance with this Item of Conditions.

16.2. Events of force majeure include, but they are not limited to:

- a) natural disasters
- b) war, rebellion, riots or warfare
- c) strike, work deceleration, boycott or other industrial actions, embargoes, restrictions, etc.

16.3. In case of force majeure, the affected party shall do everything to fulfil its obligations from the Contract. If the force majeure makes impossible the fulfilment of a part of the Contract and if that part is not essential for execution of the Contract as a whole, the affected party shall continue to fulfil its obligations in the part not affected by force majeure.

16.4. The party affected by force majeure must immediately inform the other party in writing form, stating which of its obligations cannot fulfil due to force majeure, with an assessment of the period in which it shall not be able to fulfil its obligations. A party affected by the force majeure must inform the other Party immediately after the termination of the force majeure.

16.5. If the events estimated as the force majeure occur, the deadlines specified in Contract shall try to be adjusted by bilateral agreement between the parties, but if the force majeure lasts more than 30 (thirty) days, the parties may terminate the Contract with immediate effect, after one party in written form informs the other.

#### Article 17 Relevant law and Settlement of disputes

17.1. These Conditions are regulated and interpreted in accordance with the regulations of the Republic of Croatia.

17.2. MEGATREND and the User agree to settle all disputes arising out or in connection with these Conditions by mutual consent. In case of failure, court in Zagreb shall be competent for settling disputes.

#### Article 18 Final provisions

18.1. These Conditions are replacing all prior oral or written conditions, and other direct or indirect arrangements between MEGATREND and the User regarding the content regulated by these Conditions.

18.2. MEGATREND shall deliver to the User these Conditions and valid price list for the Service, prior to the conclusion of contractual relationship.

18.3. Existing regulations of the Republic of Croatia shall apply on all mutual relations between MEGATREND and the Users that are not regulated by these Conditions.

18.4. MEGATREND reserves the right to modify these Conditions of use and price respectively price list for the Service, about which shall timely and properly inform the User (by e-mail or, for example, by publishing it on

the official MEGATREND website). In case that changes of Conditions of use and price respectively price list of the Services are less favourable for the User, the User has the right not to accept such changes and within 30 days from the receipt of the notice, terminate the Contract by written notification of immediate effect, in which case he is obliged to settle his obligations for the Services provided till the day of termination of the Contract. It implies that the User has received the notification within 3 days of sending an e-mail to the User's e-mail address stated on the Request, respectively the last e-mail address that the User has submitted to MEGATREND in accordance with Article 1.6 of these Conditions.

Zagreb, 18 July 2017





## Attachment 1 – Specification of the Service

Description and the content of the Service:

Mobile Device Management / MaaS360 is an easy-to-use cloud platform with all of the essential functionality for end-to-end management of today's mobile devices utilizing the iOS, Android, Windows and Blackberry operating systems. Following is a short description of the Cloud Service offerings:

### ➤ Essentials

Enables Customer to view and control the mobile devices and apps entering your organization. The software offers enterprise mobile device, application and expense management from a single screen.

### ➤ Deluxe

Includes all the capabilities of the MaaS360 Essentials Suite and adds a separate and security-rich office productivity application for users to access and manage their email, calendar, and contacts.

### ➤ Premier

Includes all the capabilities of the MaaS360 Deluxe Suite and adds mobile application security, a secure mobile browser, and mobile content management.

### ➤ Enterprise

Includes all the capabilities of the MaaS360 Premier Suite and adds the enterprise capabilities that your organization needs to provide full mobile productivity and protection. This suite adds mobile threat management, a document editor, and document sync.

Detailed service functionality overview:

Functionality*	Essentials	Deluxe	Premier	Enterprise
Mobile Device Management (iOS, Android, Windows Mobile, Windows & macOS)	√	√	√	√
Mobile Application Management (iOS, Android, Windows Mobile, Windows & macOS)	√	√	√	√
Patch and Update Management	√	√	√	√
Advisor	√	√	√	√
Container App	√	√	√	√
Mobile Expense Management	√	√	√	√
Secure Mobile Mail		√	√	√
Secure Mobile Chat		√	√	√
VPN			√	√
Secure Browser			√	√
Gateway for Browser			√	√
Content Management			√	√
Gateway for Documents			√	√
App Security			√	√
Gateway for Apps			√	√
Mobile Document Editor				√
Mobile Document Sync				√
Mobile Threat Management				√

\*More info about service functionality on

<https://www.ibm.com/in-en/marketplace/mobile-device-management>

### 1. Mobile Device Management (SaaS)

The core mobility device management (MDM) features includes device enrollment, configuration, security policy management and device actions, such as send message, locate, lock, and wipe. The Advanced MDM features include automated compliance rules, bring your own device (BYOD) privacy settings, and Mobility Intelligence dashboards and reporting.

### 2. Mobile Application Management (SaaS)

Mobile Application Management provides the ability to add applications and distribute them to supported devices managed by MaaS360. This includes MaaS360 App Catalog, an on-device application for users to view, install, and be alerted to updated, managed applications.

### 3. Mobile Application Security (SaaS)

Mobile Application Security provides additional data protection for enterprise applications that use the WorkPlace SDK during development, or for iOS apps upload the application (.ipa), provisioning profile, and signing certificate to be automatically integrated. Mobile Application Security integrates the app with the Productivity Suite. This enables single sign on, Intranet access through the Mobile Enterprise Gateway, and enforcement of data security settings.

#### **4. Gateway for Apps (SaaS)**

MaaS360 Gateway for Apps provides users outside the enterprise network seamless access to internal application resources without requiring a full-device, VPN connection.

#### **5. Mobile Content Management (SaaS)**

Mobile Content Management allows the administrator to add and distribute documents to the supported devices that are managed by IBM MaaS360 Mobile Device Management. Includes IBM MaaS360 Doc Catalogue, an on-device, password-protected container that provides a safe and simple way for users to access, view, and share documents. It includes seamless access to distributed content and repositories such as SharePoint, Box, and Google Drive. Access to private SharePoint and Windows files shares are available with the MaaS360 Gateway for Documents. Documents managed through MaaS360 can be version controlled, audited, and protected through data loss prevention (DLP) policy options, such as require authentication, restrict copy-paste functionality, and block from being opened or shared in other applications.

#### **6. Mobile Document Sync (SaaS)**

Mobile Document Sync provides users with the ability to synchronize user content across managed mobile devices. Administrators can ensure that policies, such as restricting cut-copy-paste, and blocking content from being opened or shared in other apps or are in place for user content across devices. Content is stored in a protected fashion both in the cloud and on the device, and accessed only through the MaaS360 Doc Catalogue.

#### **7. Mobile Document Editor (SaaS)**

Mobile Document Editor is a powerful office suite that allows users to work with business documents while on the go. MaaS360 Mobile Document Editor enables to:

- Create and edit .DOC, .PPT, and .XLS files
- Presentation mode for slides
- Easily work with email attachments and other files from MaaS360 for iOS

#### **8. Gateway for Documents (SaaS)**

With MaaS360 Gateway for Documents, organizations can use MaaS360 Mobile Content Management to additionally offer devices outside the enterprise network seamless access to internal Connections sites, SharePoint sites, windows File Shares and other file stores without requiring a full device VPN connection. Use of MaaS360 Gateway for Documents requires also purchasing MaaS360 Mobile Content Management. Supports iOS 5.0 and Android 4.0 or above.

#### **9. Secure Mobile Browser (SaaS)**

Secure Mobile Browser is a full-featured web browser to enable access to corporate intranet sites and enforce compliance of content policies by defining website filtering and security policies to ensure that users only access approved web content that is based on a number of content categories, such as social networking, explicit, or malware sites. Includes the ability to disable native and third-party web browsers either through application policy or blacklisting when combined with MaaS360 Mobile Device Management. It allows whitelist exceptions to websites, restrict cookies; copy, paste, and print features; and enable Kiosk mode.

#### **10. Gateway for Browser (SaaS)**

Gateway for Browser allows supported devices to access approved internal web sites without requiring a full-device level, VPN connection.

#### **11. Mobile Expense Management (SaaS)**

Mobile Expense Management allows the administrator to create data usage policies and assign them to supported devices that are managed by MaaS360, and assign these policies at a device, group, or global level and configure alert thresholds and messaging for both in network and roaming data usage.

#### **12. IBM MaaS360 Secure Mobile Mail (SaaS)**

Secure Mobile Mail provides a separate and protected office productivity application for users to access and manage email, calendar, and contacts with the ability to control emails and attachments to prevent data leakage by restricting the ability to forward or move content to other applications, to enforce authentication, restrict cut-copy-paste, and lock down email attachments for view only.

#### **13. Mobile Threat Management (SaaS)**

Mobile Threat Management provides enhanced mobile security with mobile malware detection and advanced jailbreak/root detection. With MaaS360 Mobile Threat Management, Client will be able to set and manage compliance policies around detected malware and other security vulnerabilities.

**Attachment 2 – Contact**

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