

IAITAM ACE 2025

ITAM - Another Brick In The Wall

Managing Mobile Device Management for Security and Asset Value Optimization




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Agenda

1. MDM tool options for Endpoint Management
2. Factors influencing the need for MDM
3. How ITAM uses these tools for lifecycle management
4. Understanding costs and value that can be locked by these tools
5. Managing device enrollment & asset changes
6. Working with ITAD companies to optimize value and protect security





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Endpoint device management options

Mobile Device Management (MDM)

A software tool that enables an IT Department to secure, monitor, manage, and enforce policies on smartphones, laptops, tablets, and IoT devices.





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Endpoint device management options

End Point Security


A persistent module is built into the computer hardware to track the location of the device when connected to the Internet.

Computrace[®]

BY AbsoluteSoftware

SentinelOne[®]

Singularity



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Endpoint device management options

Password Locks

ACTIVATION LOCKS


Find My iPhone – Apple ID

Tied to an individual user and not the enterprise so it may not be easily accessible

DEVICE PASSWORDS

Power-On Password or BIOS Lock

- Power-On Password: Prevents the device from booting
- BIOS Password: Prevents access to BIOS
- Removable media can still be accessed without the host BIOS



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Endpoint device management options

Additional Security Locks

FIRMWARE LOCKS

Applies to Apple Products & Some Mobile Devices


A password is required to access security settings and boot options

DRIVE LOCKS

Hard Drive or SSD Lock

A password is required to access or erase the data

A computer can still be used if the drive is replaced



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Endpoint device management options

Drive Encryption

- Prevents access to the data on the drive (includes USB thumb drives)
- Still allows drive to be wiped and reused




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Endpoint device management options

What types of security locks is your organization currently using?

- Mobile Device Management (MDM)
- Password Locks
- Endpoint security
- Firmware locks
- Encrypt drives








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Factors influencing the need for MDM

Core Capabilities of Endpoint Management Tools

 Enrollment and provisioning Configuration of new devices for deployment	 Configuration management Management of device settings and features	 Operating system life cycle OS patching and updates	 Application life cycle Application installation, update and removal	 SaaS-hosted Option for efficient management and updates
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Source: Gartner, 803005_0

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How ITAM can use MDM tools to manage device lifecycles




Enrollment and provisioning
Configuration of new devices for deployment




Configuration management
Management of device settings and features



Operating system life cycle
OS patching and updates




Application life cycle
Application installation, update and removal



SaaS-hosted
Option for efficient management and updates

Source: ServiceNow
Revised: 12

Assign device and software applications to users and roles


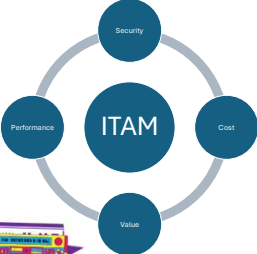


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How ITAM can use MDM tools to manage device lifecycles



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Costs of MDM programs

- Licensing / Subscription
- Setup and Administration
- Enrollment of users
- Change Management
- Unenrollment and Reprovisioning

Endpoint Management Tool	Price Range*
Microsoft Intune	\$4.00 - \$10.00/month
Samsung Knox	\$24.00/year
Apple Business Manager	Free
Apple Business Essentials	\$2.99 - \$12.99/month
Jamf	\$5.75 - \$10.00/month

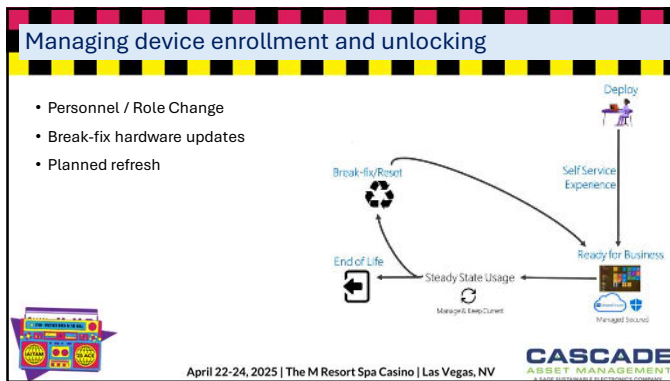
* Prices listed show commercially advertised prices as of March 2025. Actual prices may vary depending on configuration and current pricing.



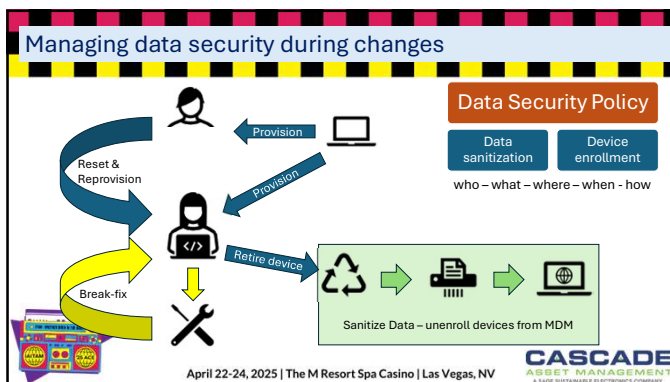
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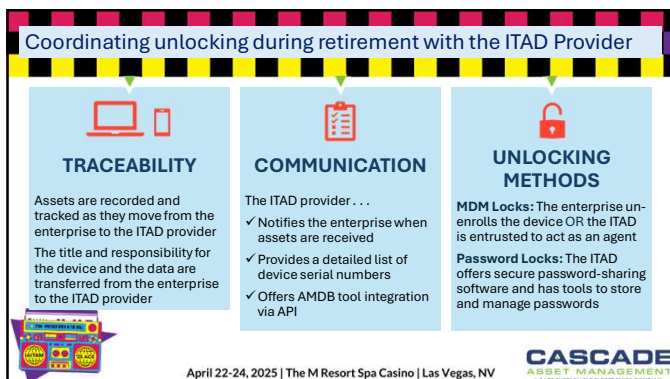
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Validate the process

- Review the Certificates of Data Destruction
- Verify the MDM/persistence agent has been removed from the device
- Perform sample testing and audit the process



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Reasons to Unlock a Device – instead of scrapping it

- Reusing or reselling a device provides value
- Deactivating locks saves on software subscription costs
- The environmental impact of extending a device's life is greater than recycling it
- Unlocking and electronically sanitizing a device is more secure

In the last 3 years, Cascade unlocked 17,286 devices resulting in \$647,000 of resale revenue shared with our clients.

An additional 8,500 devices had to be scrapped because they could not be unlocked.




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Audience questions and conversations

- How do you unenroll devices from endpoint management programs when re-provisioning or retiring assets?
- What methods do you use to track the cost savings from avoided subscription costs or resale value generation from retired assets?
- Do you allow your ITAD vendor to remove security locks from devices?
- What are some best practices followed by your organization to manage devices using MDM tools throughout their lifecycle?



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Additional Resources

**Check out our blog post:
Remove Security Locks from IT Devices**

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