

Product Announcement

The *Mobile Intel Connector* (MIC)

Product Overview

Status: Available Now | **Deployment:** Lightweight agent (StageNow, APK, or MDM) | **Investment:** Included in your MSI renewal.

We've enhanced your Mobile Systems Intelligence (MSI) service with a powerful advancement that extends MSI's diagnostic intelligence to the client-side. The new **Mobile Intel Connector** orchestrates device-level logging in direct response to user impact detected by MSI's end-to-end transactional analysis.



The advancement: When MSI detects a user experiencing a problem, it can now remotely activate device logging for affected devices to capture what's happening client-side. This creates a complete diagnostic picture—user impact, network behavior, and device behavior—all correlated in context.

The MSI Advantage: Context-Aware Diagnostics

MSI already captures end-to-end transactional analysis and knows when users are impacted. Now, with the Mobile Intel Connector, MSI can:

1. Detect specific device hardware by MAC address.
2. Activate device logging at the to capture relevant device behavior.
3. Correlate all data - user experience + network performance + device diagnostics - in a single platform.
4. Perform device-side root cause efficiently with complete context and without customer IT support.

This is not just remote log management. This is intelligent, user-impact-driven diagnostics that captures problems as they happen with full context.

Four Key Capabilities

1. User-to-Device Correlation

The connector provides unique device identifiers (MAC addresses), allowing MSI to link its real-time transactional analysis to specific hardware and individual users. When MSI detects a user experiencing slow transactions, failed operations, or connectivity issues, it knows exactly which device to investigate.

Your benefit: Instantly answer "which device is having the problem?" and "what is the cause?" without manual investigation.

2. Context-Aware Client-Side Diagnostics

When MSI detects user impact, it can drill down to client-level root causes:

- Roaming and handoff issues during the user's transaction
- Coverage and signal strength at the moment of failure
- Radio performance degradation affecting the user
- Battery issues impacting device performance
- Software errors and configuration problems
- Application behavior and resource utilization

3. Intelligent Logging Orchestration

MSI remotely controls the device's native logging capabilities based on detected user impact:

- Activates logging when user impact is detected
- Controls logging levels appropriate to the problem type
- Transfers logs efficiently with minimal device performance impact
- Stops logging when diagnostic data is captured

This problem-driven approach means logging runs only when needed, preserving device performance while capturing exactly what's required for root cause analysis.

4. Synchronized User Impact and Device Diagnostics

Logs are automatically synchronized with MSI's user impact detection, creating a unified timeline from problem to resolution:

- User experiences issue (captured by MSI transaction analysis)
- Device behavior at moment of impact (captured by activated logging)
- Network conditions during the problem (captured by MSI infrastructure monitoring)
- Complete root cause analysis in one platform

Unique Feature: MSI allows your mobile users to input their own experiential feedback to describe what they're experiencing and prioritize issues from their perspective.

What This Means for Your Organization: For Your IT Support Team – Faster, More Efficient Problem Resolution and Reduced Operational Burden | For Your Frontline Workers – Improved Experience and Productivity | For Device Lifecycle Management – Data-Driven Technology Decisions and Predictive and Proactive Management | For Your Leadership – Strategic Benefits

Real-World Scenarios

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Scenario 1: Warehouse Picking Performance Issue

The Situation: A warehouse picker experiences consistent slowdowns during scanning operations.

What Happens:

1. User provides feedback via mobile device: "System keeps freezing when I scan" - marks as high priority
2. MSI's transactional analysis reveals a client-side cause.
3. Mobile Intel Connector activates device logging from CVA
4. Complete picture emerges: Poor Wi-Fi roaming between access points
5. Your network team adjusts roaming parameters based on complete diagnostic data
6. Picker productivity returns to normal

Time to Resolution: Hours instead of days of investigation

Complete Context: Objective metrics + device diagnostics + user description = actionable intelligence

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Scenario 2: Device Pilot Evaluation

The Situation: You're evaluating a new device model before committing to a full deployment.

What Happens:

1. Deploy pilot devices with Mobile Intel Connector installed
2. MSI captures real user transaction performance across shifts, areas, and use cases
3. Connector provides detailed device-level diagnostics for any performance differences
4. Users provide feedback on device ergonomics, responsiveness, and experience
5. Analysis shows side-by-side comparison with current devices in your environment
6. Identify and resolve specific configuration adjustments needed before full deployment

Outcome: Data-driven device selection with confidence; no surprises during rollout

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Scenario 3: Intermittent System Slowdowns

The Situation: Multiple users across different locations report "everything is slow" intermittently.

Traditional Approach: Weeks of investigation, inability to reproduce consistently, frustration for users and IT

With Mobile Intel Connector:

1. MSI captures each slowdown event in real-time as it occurs
2. Device logging activates automatically during each impact event
3. Pattern emerges across multiple users and events
4. Root cause identified: Specific application build causing memory leak on devices, worsening throughout shift
5. Application fix deployed; issue eliminated

Time Saved: 3 weeks of investigation compressed to 2 days

User Impact: Minimized through rapid resolution

Technical Overview

System Requirements

Supported Devices:

- Zebra Android devices (Android 10 or higher)
- Honeywell Android devices (Android 10 or higher)

Deployment Methods:

- StageNow during device staging
- APK installation via standard deployment processes
- MDM push through your Mobile Device Management platform

Prerequisites:

- Active MSI service subscription
- Network connectivity for log synchronization

Performance and Impact

Device Performance:

- Minimal footprint when dormant (normal operation)
- Problem-driven activation—logging runs only when MSI initiates
- Optimized data transfer minimizes network and CPU usage
- Intelligent control prevents always-on logging overhead

Security:

- All data transmitted securely to your MSI platform
- Device identifiers used solely for diagnostic correlation
- User feedback is optional and user-controlled
- Data retention follows your existing MSI service policies

Training and Change Management

For Your IT Support Team: None.

Frequently Asked Questions

Q: Will this impact device performance or battery life?

A: No. The connector has minimal footprint during normal operation and only activates logging when MSI detects a problem. The problem-driven approach means logging runs only when needed, and MSI optimizes data transfer to minimize device impact.

Q: How difficult is deployment?

A: The connector deploys through your existing device management processes—whether StageNow, APK installation, or MDM. It’s a one-time deployment that then operates automatically.

Q: What if our users don't want to provide feedback?

A: User feedback is completely optional. The connector provides value through automated diagnostic correlation even without user feedback. When users do provide input, it adds valuable context.

Q: Does this work with our older devices?

A: The connector requires Android 10 or higher. This covers most modern Zebra and Honeywell devices deployed in the last few years. Older devices continue to benefit from MSI’s network-side analytics.

Q: Is there additional cost?

A: This capability is included in your MSI service renewal based on the number of devices connected to the CVA in the last year. You’re receiving this enhanced value as part of your existing subscription.

Q: How is our data protected?

A: Device identifiers are used only for diagnostic correlation. Data retention follows your existing MSI service policies.

Q: Can we control when logging is activated?

A: MSI activates logging based on detected user impact using intelligent algorithms but is human activated to allow for customer-specific policies. However, your team can also manually activate logging if needed for specific diagnostic scenarios.

Getting Started

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Step 1: Review and Assess

- Review this guide with your IT leadership and operations management
- Identify compatible device inventory (Android 10+)

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Step 3: Rollout

- Continue monitoring benefits realization
- Share success stories and best practices across teams

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Step 2: Plan Deployment

- Contact your MSI representative to schedule planning session
- Select deployment method (StageNow/APK/MDM)

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Step 5: Optimize

- Regular review of diagnostic data and trends
- Identify opportunities for proactive problem prevention
- Leverage data for technology planning decisions
- Continuous improvement based on operational experience

Support Resources

Technical Support

For technical questions, troubleshooting, or platform assistance: msi@connectrf.com or +1 630 717 7200 ext 101

Conclusion

The Mobile Intel Connector represents a significant advancement in your Mobile Systems Intelligence service —extending MSI's proven diagnostic capabilities from network to client-side. This enhancement eliminates manual processes, provides complete diagnostic context, and enables your team to resolve issues faster with less effort.

Deployment is optional but recommended to maximize the value of your investment.

We're here to help. Your MSI team is ready to support your deployment planning and ensure you realize the full value of this enhancement.

Contact your MSI representative to begin planning your deployment and start transforming your mobile device support.

Thank you for choosing Mobile Systems Intelligence. We're committed to your success.