

MOBILE DEVICE MANAGEMENT PROGRAM OVERVIEW

Keep your devices optimized and ticketing-ready with secure, automatic updates and a seamless, ticketing-specific profile for top-tier performance!

[Learn More Below](#)



What is the Hometown MDM Program?

The Hometown MDM (Mobile Device Management) Program is a comprehensive solution designed to simplify and enhance device management for top-tier clients. By enrolling in the program, your devices are equipped with a ticketing-specific profile, ensuring a seamless and consistent user experience. Automatic updates keep your hardware secure and optimized without the need for manual intervention, reducing downtime and potential technical issues. With a focus on reliability and efficiency, the MDM Program helps streamline ticketing operations, allowing you to focus on delivering a hassle-free event experience.

Key Features & Lasting Benefits

- **Purpose-Built Devices** - Devices enrolled in the MDM Program are exclusively dedicated to ticketing operations, providing a streamlined experience with access limited to only Hometown-approved apps. This focus enhances security, boosts performance, and eliminates distractions.
 - **Seamless Automatic Updates** - Say goodbye to manual updates—software and app updates are automatically installed, keeping devices running on the latest versions for peak performance and robust security. Your devices are always event-ready without the hassle of hands-on maintenance.
 - **Fortified Security Measures** - With access restricted to vetted and approved apps, the MDM Program offers strong protection against security threats, reducing the risk of unauthorized access and ensuring a safe environment for transactions and data.
 - **Proactive Event Readiness** - Consistent maintenance and automatic updates keep devices in top condition, minimizing downtime and ensuring they are fully prepared for smooth, efficient ticketing operations at every event.
- ★ **Client Responsibilities** - Keep devices charged and connected to a stable internet source for automatic updates. While MDM handles most updates, credit card readers need occasional firmware updates through our app. With device management covered, you can focus on running your event smoothly.

Important Information

- **One Solution for All** - The Hometown MDM (Mobile Device Management) Program offers a standardized solution for all clients, ensuring a consistent, reliable experience across all devices. By maintaining a uniform setup, the MDM Program eliminates the need for custom configurations, allowing our Support Team to provide faster and more effective assistance whenever needed.
- **Initial Device Setup** - Devices are shipped by Hometown's trusted equipment partner, TRG, and enrolled into the MDM via Knox Mobile Enrollment. During the initial setup, devices need to be configured as new and connected to a Wi-Fi network. Once connected, the MDM will automatically take over, completing the setup process seamlessly. For detailed instructions, refer to our step-by-step **MDM Device Setup Guide** to ensure everything is set up correctly and efficiently.
- **App Access & Management** - Devices enrolled in the MDM Program have access exclusively to pre-approved Hometown apps through the **MaaS360 App Catalog**, enhancing both security and productivity. The Google Play Store is disabled to prevent the installation of unauthorized apps. Regular internet connections are required to enable automatic app updates, keeping devices current and fully operational without manual intervention.
- **Locked Device Settings** - To maintain the stability and performance of Hometown applications, most device settings are intentionally locked down. This reduces the risk of unintended changes that could impact ticketing operations. If your network requires advanced security measures, such as Wi-Fi certificates or configurations beyond SSID and password, please consult with Hometown Support before purchasing new devices. This will help avoid potential compatibility issues and ensure devices connect smoothly to your network.
- **Support & Troubleshooting** - If you encounter challenges with device access or MDM restrictions, Hometown's dedicated Support Team is here to help. We recommend contacting our Support Specialists directly to resolve issues quickly and get your devices back on track. Whether it's troubleshooting technical issues or navigating specific MDM restrictions, our team is ready to assist.
- **MDM Program Overview** - For a deeper understanding of our MDM solution, including advanced security features and device management capabilities, we encourage IT professionals to visit the **IBM MaaS360 Overview**. This resource provides valuable insights into how our MDM system keeps devices secure, enhances operational efficiency, and simplifies overall device management.
- **Disclaimer** - While the MDM Program significantly boosts device security and streamlines management, it is important to note that no solution can eliminate all security risks. We recommend maintaining strong cybersecurity practices alongside our MDM Program to maximize protection for your organization.
- **Firewall Configuration** - To prevent any connectivity issues, please review our whitelist of domains. Adding these domains to your firewall settings will ensure uninterrupted communication between the devices and our servers, maintaining a stable and efficient ticketing environment.

★ *For any additional questions or to request more detailed documentation, please reach out to your Hometown Client Success Manager (CSM) or Sales Representative. Our team is here to provide support and ensure your experience with the Hometown MDM Program is as smooth as possible!*