



## HP MPROVE

Dynamic, over-the-air management for today's mobile devices



How do you manage your mobile devices? Can you deliver a critical software update to users over the air? Do you have the ability to remotely gather a real-time snapshot of the device to troubleshoot problems? Can you lock or wipe a stolen device?

These common scenarios are most likely addressed through a costly face-to-face customer visit, a hardware replacement, or in many cases are overlooked and result in a disgruntled or lost user.

HP mProve helps handset manufacturers and service providers address these scenarios by providing technology to manage and configure devices over the air. This helps reduce customer care and support costs, mitigate the opportunity costs of software defects, increase adoption of value-added services, and enhance brand loyalty.

### **Help improve user experience**

Over-the-air capability opens a myriad of benefits for service providers and end users. Subscribers may update software, configure devices, and troubleshoot problems, associating convenience and service with your brand.

### **Help streamline device certification**

Support the OMA DM (Open Mobile Alliance Device Management) standard and upcoming enablers. Get a head start by pre-testing and validating new devices against a commercially supported OMA DM server.

### **Help accelerate time-to-market**

Optimize the quality assurance process by quickly upgrading field test phones. Pre-populate distribution channels and help ensure all devices are on the latest firmware version with updates on activation.

### **Help reduce support costs**

Reduce the average handling time of customer support care calls via proactive (push) device management campaigns and an end user self-care interface.

### **Help enhance brand loyalty**

Open new direct access to end-users and enhance usability to help improve customer loyalty. Create revenue opportunities via up sell of features and accessories.

## HP MPROVE FOTA

This software suite for the handset and PC handles over-the-air firmware updates. It addresses:

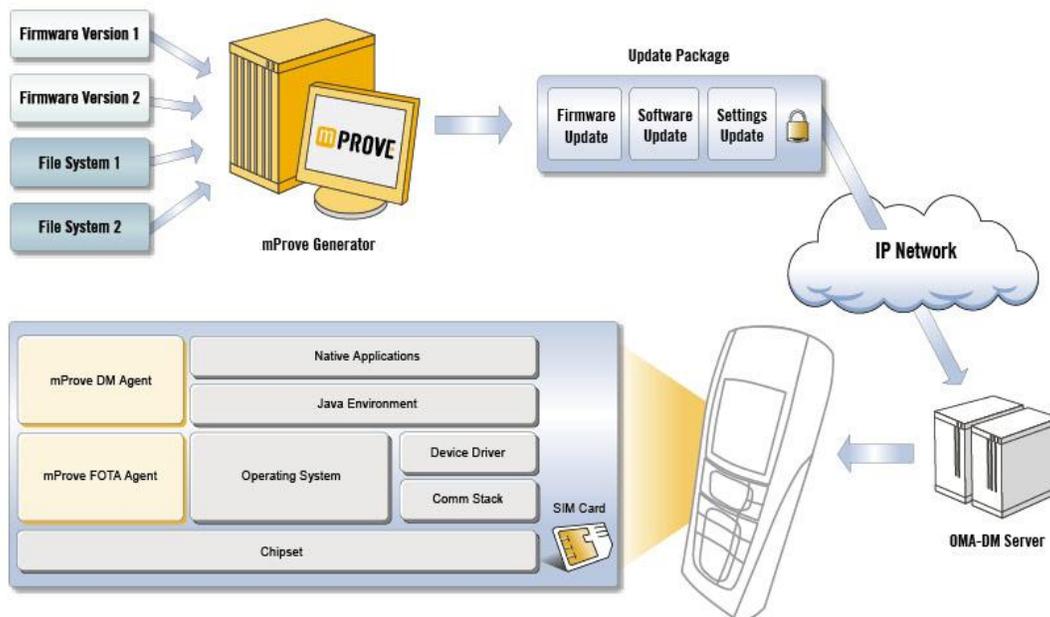
- a wide range of architectures,
- complex use cases such as the update of compressed firmware images
- open file systems such as Symbian, Microsoft, or Linux
- updates of individual software applications

### HP mProve FOTA Generator

This PC-based application is designed for OEMs by OEMs. It compares two firmware or software images and creates an Update Package. The Update Package is comprised of a set of data and instructions for transforming the software image from source version to the intended target version.

### HP mProve FOTA Agent

The agent resides on the device and contains the algorithms to decrypt, validate, and process an incoming Update Package. It interprets the instructions to re-flash the firmware or software component on the device in a secure, fault-tolerant manner. The Mach 1x™ algorithm delivers a fast update experience.



## HP MPROVE DM

This client software resides on the device and handles communication with an OMA standards-based server for device management. It manages the mobile experience by supporting these industry standards:

- OMA DM (both versions 1.1.2 and 1.2)
- Firmware Update Management Objects (FUMO)
- Download (DL) specifications

The HP mProve DM software development kit (SDK) includes utilities such as a tree wizard to automate the generation of wrapper files to easily customize and meet operator requirements.

This solution leverages HP's unique end-to-end domain expertise to support upcoming specifications such as DiagMon (Diagnostics and Monitoring software) and SCOMO (Software Component Management Object).

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