

AMIE™ for IP-DECT Cloud Security

A Spectralink White Paper



ADVANCED MOBILE
INTELLIGENCE
FOR ENTERPRISES

Concerns with Cloud Security

A majority of enterprises now operate some portion of their business through the cloud, but this doesn't come without data security concerns. Enterprises are faced with potential security risks, like data breaches or sensitive data being shared with any unauthorized audience.

Enterprises utilizing AMIE (Advanced Mobile Intelligence for Enterprises), Spectralink's cloud-based platform, can be confident in the security of their data. AMIE only collects diagnostic data from Spectralink IP-DECT products, and stored data is encrypted. AMIE does not collect personal or user information from shared devices used in the workplace.

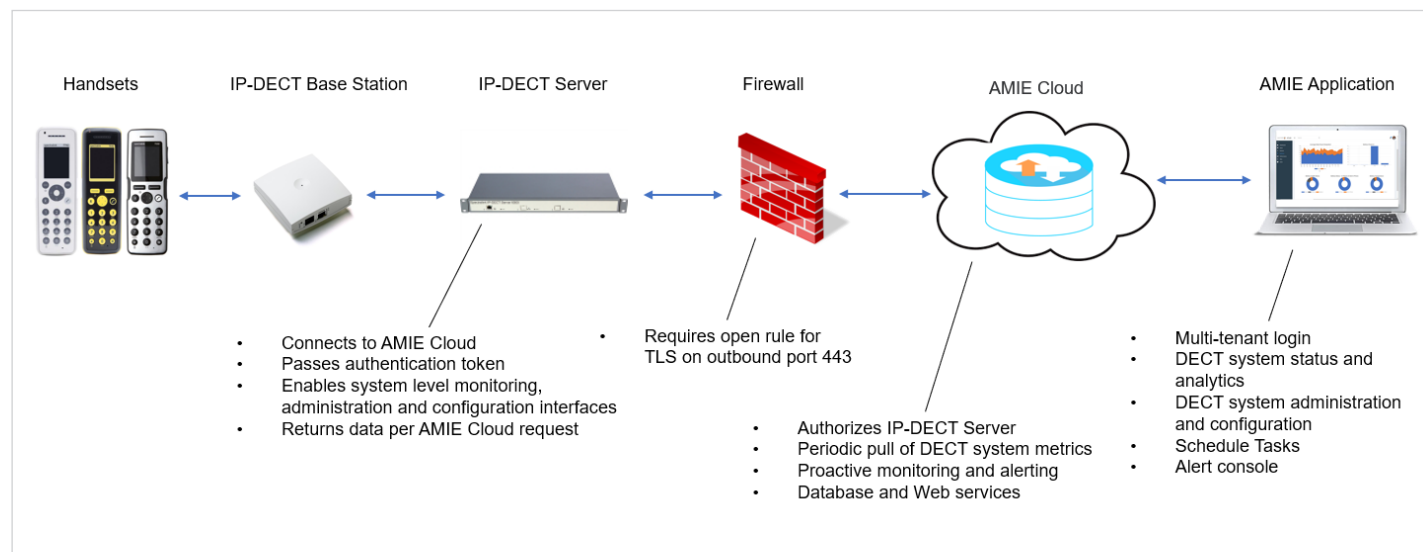
Enterprises utilizing AMIE, Spectralink's cloud-based platform, can be confident in the security of their data.

What is AMIE?

AMIE is the Spectralink mobile device management platform that enables IT and Network Administrators to configure Spectralink IP-DECT infrastructure and handsets. AMIE also collects health, utilization, and performance metrics on the servers, base stations and handsets to provide monitoring and alerting as well as comprehensive analytics to help manage fleets of mobile devices.

How AMIE works

There are two main components to AMIE; AMIE software embedded in the IP-DECT server and the AMIE Cloud. The IP-DECT Server periodically forwards the metrics to the AMIE Cloud. Customers access AMIE by logging into the AMIE Cloud where users can make configuration changes to the IP-DECT servers, base stations, and handsets and view analytics.



Information collected by AMIE

AMIE collects diagnostics data from devices about when and how the devices were used, such as health, utilization statistics, and radio performance. AMIE only captures and stores metadata, which is data about other data; AMIE never collects or records any primary payload data or personal information.

AMIE does not collect or send any personally identifiable information (PII) from the Spectralink IP-DECT infrastructure or mobile devices. AMIE only collects information about the device, not the user of the device. All information displayed about the mobile device in the AMIE web application is also completely anonymous. In addition, AMIE does not collect information within 3rd party applications, so it will never access, transmit, or store any patient, customer, or employee data.

Even though AMIE data does not contain any personal information, Spectralink uses industry best practices to secure the data. AMIE uses certificates to create encrypted communication between the IP-DECT server on your premise and the AMIE Cloud. Data stored in the AMIE Cloud is also encrypted for maximum protection. Rest assured that even though AMIE data is not personal information, we secure all data as thoroughly as if it were.

AMIE only captures and stores metadata, which is data about other data. AMIE never collects or records any primary payload data or personal information.

What information exactly does AMIE Collect?

AMIE collects metadata information about the device, the battery, the network, and VoIP calls. AMIE captures information such as:

Battery

- Battery Level
- Charge State
- Battery Serial Number
- Cycle Count
- Temperature
- Battery Health
- Remaining Capacity

Device

- Model
- Serial Number
- OS Version
- Software Version
- CPU/Memory/Storage Utilization
- Power On/Off

Network

- Connection Status
- Network SSID
- Access Point BSSID
- Channel
- Band
- RSSI
- Candidate APs

Call Metrics

- Call State
- SIP Extension
- Incoming/Outgoing Call
- VoIP Codec
- Packet Loss
- Jitter

AMIE collects metadata information about the servers, base stations, media resources, and handsets. AMIE captures information such as:

Servers

- Status
- NTP Status
- SIP Status
- Last Backup
- Model Number
- IP Address
- MAC Address
- Serial Number
- Firmware Revision
- Redundancy Mode
- Licenses

Base Stations

- Status
- RPN
- Base Station Number
- Description
- Zone ID
- Site ID
- Firmware Part Number
- Firmware PCS
- Call Metrics

Media Resources

- Status
- Media Resource Number
- Description
- Call Metrics

Handsets

- Call Time
- Abnormal Release Rate
- Handover Error Rate
- Call Setup Failed Rate
- Frame Errors Rate
- Out of Coverage Time
- Voice Call Traffic Statistics
- Message Call Traffic Statistics

FAQ

Q. Does AMIE collect any personal information?

A. Simply put, no. AMIE does not collect or send any personally identifiable information from Spectralink mobile devices. AMIE collects information about the device, not the user of the device. In addition, AMIE never accesses, collects, transmits, or stores any patient, customer, or employee data.

Q. What information does AMIE collect?

A. AMIE collects diagnostics data from IP-DECT infrastructure and mobile devices about status, configuration and performance of the IP-DECT system. It captures information such as infrastructure and device health, utilization stats, configuration information, and DECT network performance. AMIE only captures and stores metadata, which is data about other data.

Q. What is personally identifiable information (PII)?

A. Personally identifiable information is defined differently in different regions. However, the common concept remains the same. PII is information about a unique individual. The chart below shows some of the various privacy laws in different regions and how some regions define PII.

	USA	EU	CAN	AUS
Name of Laws/ Acts	Health Insurance Portability and Accountability Act	General Data Protection Regulation	The Personal Information Protection and Electronic Documents Act	Privacy Act
Commonly referred to as	HIPAA	GDPR	PIPEDA	APP
Definition of personal information	Data that relates to the past, present, future health of an individual; the provision of healthcare to an individual; or the payment for the provision of healthcare to an individual	Personal data is any information relating to an identified or identifiable natural person (data subject)	Personal information includes any factual or subjective information, recorded, or not about an individual	Information or opinion about an identified individual, or an individual who is reasonably identifiable: whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not

Q. If diagnostic data is not personally identifiable data is it not secured in AMIE?

A. Spectralink uses industry best practices to secure AMIE data by encrypting data both in motion and at rest whether it is inside your network or in the cloud. Certificates create encrypted communication between the IP-DECT server and the AMIE Cloud. Data stored in the AMIE Cloud is also encrypted for maximum protection.

About Spectralink

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30+ years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what's next, what's possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

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