

AMIE™ for Wi-Fi 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 an 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 mobile devices, and stored data is encrypted. AMIE does not collect personal or user information from shared devices used in the workplace.

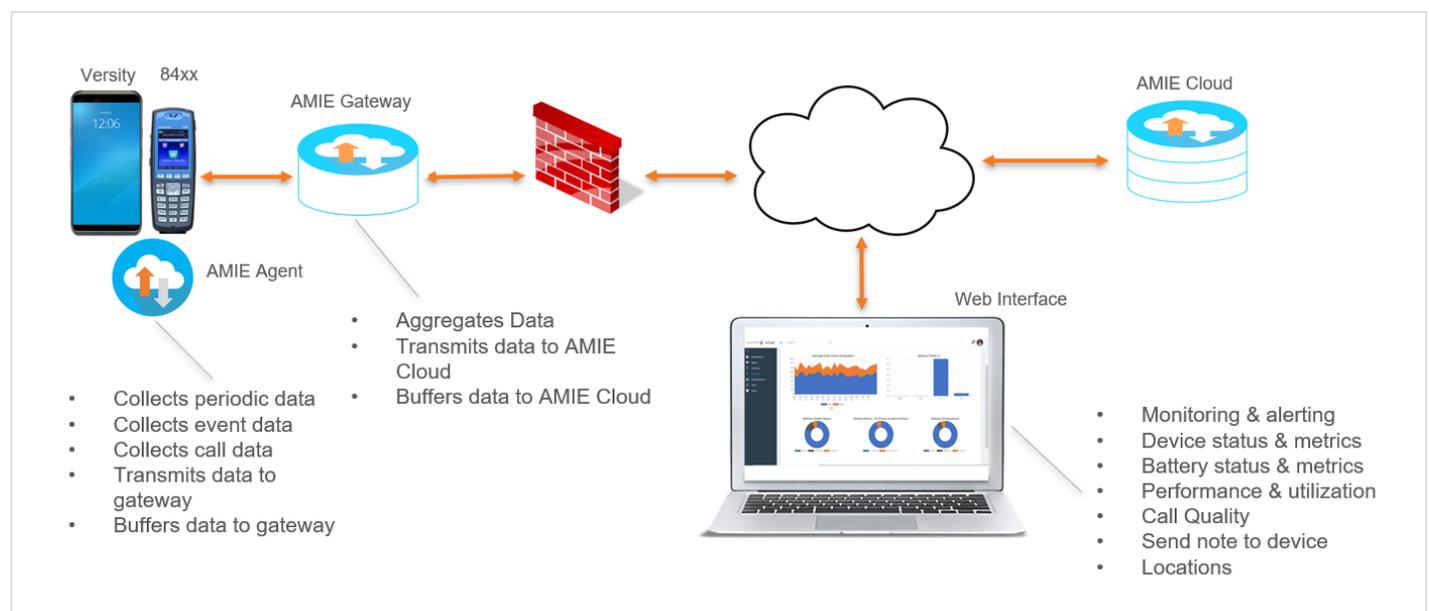
Enterprises utilizing AMIE, Spectralink's cloud-based platform, can be confident in the security of their data.

What is AMIE?

AMIE is Spectralink's mobile device platform used to help manage Spectralink devices. It provides the ability to configure Spectralink application settings by device, groups of devices, or across all devices. AMIE also collects metrics on device utilization, battery health, and call and network performance to provide real-time monitoring and alerting, as well as comprehensive analytics to help manage fleets of mobile devices.

How AMIE works

There are three main components to AMIE: AMIE Agent, AMIE Gateway, and AMIE Cloud. AMIE Agent is the mobile app that collects the various metrics. The AMIE Agent mobile app forwards the metrics to the AMIE Gateway, which serves to aggregate data from many devices. The AMIE Gateway then sends the consolidated metrics from the devices to the AMIE Cloud. Customers access the AMIE dashboard and mobile device analytics by logging into the AMIE Cloud.



Information collected by AMIE

AMIE collects diagnostics data from devices about when and how the mobile device was used, such as battery health, utilization stats, call quality information, and Wi-Fi network performance. AMIE only captures and stores metadata, which is data about other data. AMIE never collects or records any primary payload data from applications or personal information.

AMIE does not collect or send any personally identifiable information (PII) from Spectralink 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 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 mobile device and the AMIE Gateway on-premise. Additionally, AMIE uses encrypted communication between the AMIE Gateway and the AMIE Cloud. Data stored in the AMIE Cloud is also encrypted for maximum protection. The AMIE Gateway is a virtual appliance with a hardened operating system which blocks all unused ports on the system. Rest assured that even though AMIE data is not personal information, we secure all data as thoroughly as if it were.

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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

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 devices about when and how the mobile device was used. It captures information such as battery health, utilization stats, call quality information, and Wi-Fi 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 this is not Personally Identifiable data, is it not secured in AMIE?

A. Even though this isn't personally identifiable data, Spectralink's AMIE uses the same best practices used to secure the data. Data is always encrypted whether in motion or at rest. AMIE uses certificates to create encrypted communication between the mobile device and the AMIE Gateway on your premise. AMIE also uses encrypted communication between the AMIE Gateway and the AMIE Cloud. Data stored in the AMIE Cloud is also encrypted for maximum protection. In addition, the AMIE Gateway is a virtual appliance with a hardened operating system which blocks all unused ports on the system. Rest assured that even though AMIE data isn't PII, we secure all data as thoroughly as if it was.

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.

spectralink.com
info@spectralink.com
+1 800-775-5330 North America
+45 7560 2850 EMEA