



Pure Cloud Solutions (PCS) - Service Definition – Mobile Endpoint Security

Service Overview

Lookout Mobile Security is a cloud delivered mobile security service designed to protect organisations from mobile focused cyber threats. The service safeguards smartphones and tablets against malware, phishing, unsafe applications, network attacks, and data leakage, enabling secure mobile access to corporate data while supporting flexible and remote working.

Service Category

Applications – Production and operations – Security operations

Cloud Deployment Model

Public cloud, delivered as a multi-tenant, cloud native service.

Service Features

- Real time mobile threat detection and risk analysis
- Protection against phishing, malware, and malicious applications
- Network security for Wi Fi, cellular, and roaming connections
- Continuous device and application risk visibility
- Cloud based policy enforcement and remediation
- Integration with MDM, UEM, and identity platforms
- Zero trust mobile access controls
- Data protection and leakage prevention

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- Automated threat response and alerting
- Centralised security management dashboard

Service Benefits

- Secure mobile working without disrupting productivity
- Quickly identify and respond to mobile threats
- Protect data across managed and unmanaged devices
- Reduce risk from phishing and malicious apps
- Enable safe access to cloud services on the move
- Simplify mobile security management
- Improve visibility of mobile security risks
- Support flexible and remote working securely
- Reduce mobile related security incidents
- Strengthen zero trust security posture

Add-ons and Integrations

The service can be used as an add on to existing MDM, identity, and cloud productivity platforms such as Microsoft 365 and Google Workspace.

System Requirements

- Supported iOS and Android devices
- Lookout mobile application installed on devices
- Compatible MDM, UEM, or identity platform recommended
- No additional infrastructure or on device anti virus required

Service Constraints

- Functionality depends on supported iOS and Android versions

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- Some features require integration with MDM or identity platforms
- Planned maintenance may occur within defined maintenance windows

Service Interface

Administrators access the service through a secure, web based management console. End users interact through a lightweight mobile application providing device status and guidance.

Accessibility

- Management interface meets WCAG 2.2 AA
- Documentation meets WCAG 2.2 AA

API Access

APIs are available for retrieving device risk data, threat events, and compliance status. Full service setup and some administrative actions are managed through the web interface.

Onboarding and Support

Onboarding includes access to online documentation, deployment guides, and remote administrator training. Ongoing support is provided through authorised partners and support channels.

Data Storage and Processing

Data is stored and processed within the European Economic Area and other locations, including the United States, depending on tenancy. Buyers cannot individually select data residency.

Data Protection

- TLS 1.2 or above for data in transit
- Strong encryption for data at rest
- Logical tenant separation and access controls
- Formal data sanitisation and deletion processes

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Data Export

Customers can export reports, device inventories, and threat data via the management console or APIs in CSV and JSON formats.

Availability and Resilience

- 99.9% availability SLA
- Geographically distributed cloud infrastructure
- Built in redundancy, automated failover, and elastic scaling
- Service credits apply if SLA is not met

Penetration Testing and Assurance

- Independent external penetration testing at least annually
- Vulnerability management and remediation processes in place

End of Contract

At contract end, customers can extract data during the agreed offboarding period. Data is then securely deleted in line with retention and sanitisation policies. Extended support or retention may incur additional costs.

Pricing and Trials

- Subscription based pricing
- Free trial available
- Discounted pricing for educational organisations

For more information. Please contact the support team on 0333 150 6780 or support@purecloudsolutions.com

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