

Responsive Experts at Your Service



Calero ensures mobile users and solutions run smoothly and productively. Calero proudly provides local support for you and your employees. This is critical to successfully supporting dispersed mobile environments as it ensures you receive the most responsive, available and competent support – when and how you need it. With North American and international support capabilities, Calero has varied models to meet every budget and user requirement.

- **Flexible Solutions for Every Enterprise**

Supporting a mobile organization is complex, demanding and always changing with varied needs by dispersed users, devices and applications. Calero stays on top of it all. Our Service Desk professionals are accredited and certified on almost every leading mobile device and application. They provide expert Tier I, II and III support 24/7/365 - helping your employees manage device activations, replacements and repairs or answering day-to-day questions on their devices or applications.

Calero designs support solutions tailored to the expertise and response levels you require. Your executives may expect VIP service while field employees require 8-5 pm support. We have solutions for every device regardless of the ownership:

- BYOD (Individual-owned)
- Corporate-owned
- COPE (Corporate-owned, personally enabled)

Benefits

- ✓ Provides flexible support options
- ✓ Maximizes user uptime
- ✓ Enhances employee experience
- ✓ Broadly experienced team ensures quality results

Calero also supports internal and external applications as well as provides device security with its Mobile Device Management (MDM) solution, which maintains a secure environment for your applications and content. In addition to our call centers, Calero offers convenient web chat, email and self-help support.

- **Convenient Portal Provides Full Lifecycle View for Every Device**

Calero has invested heavily in its web-based, integrated portal that leverages entitlements to drive support service as well. Regardless of the support entry point (phone, chat, email), the Calero portal provides one single view of all support ticket history with a full audit trail. Enabling any entitled end user to view detailed ticket information regardless of the ticket status, the Calero portal gives a full lifecycle view of every device and support history – providing an efficient, effective way to better service your end users.

- **Integrates with Other Systems**

Calero offers a service desk system that integrates with your other enterprise systems to provide a real-time vision of your support environment. Many enterprises already have existing custom service desk tools and may want to leverage one system for support. The Calero portal can either serve as your primary platform or it can share information with an existing service desk platform to provide one unified system.

Let Calero design the support solution that works for you:

- Deployment Support
- Procurement Support
- International Support Capabilities
- VIP Concierge Service
- Incident Response & Tracking
- Application Support (internal & third party)
- MDM, BYOD Support (cloud, on-premise)