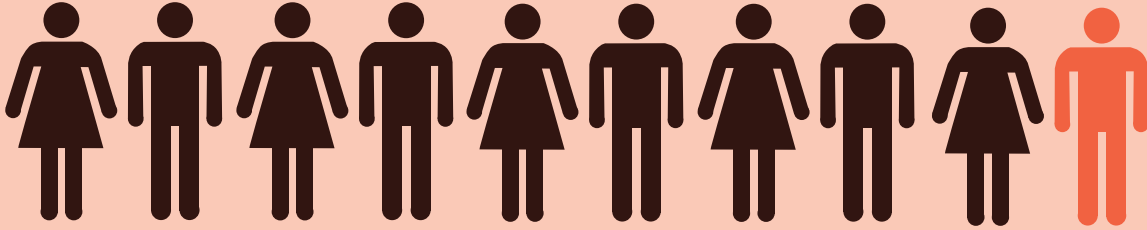


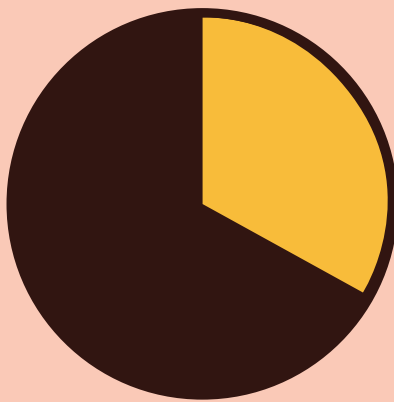


Supporting Your Mobile Workforce

If you're asking your IT Department to provide support for your employees' mobile devices, here's what they can expect:



10% of your mobile workforce will require Help Desk services every month



It takes an average of 20 minutes to resolve each issue

Dealing with a full range of support issues

- Transfer liability
- MDM and security admin
- Multiple OS and app support
- Stage, kit, deploy
- Order, upgrade, activate devices
- Track inventory and usage
- Troubleshoot problems
- Update plan/features
- Dispose/Recycle assets
- Break/Fix depot repair

If you have 1,000 devices in force, plan on 30 hours of Help Desk service every month; if you have 10,000 devices, make that 300 hours!

The Solution?

Outsource your mobile technical support so your IT Department can focus on what's really important: *your systems, your processes and your bottom line.* The right mobile service desk will provide 24/7/365 support to keep your employees up and running.

