



## Mobility Management Services Solution

Calero's mobility management services (MMS) solution enables enterprises to optimize mobile workforce performance by securing access functions, providing expert insight and logistical support to streamline business operations and minimize disruptions to service.

### Solution Overview

Our solution Mobility Management Services encompasses the technology, best practice processes and contracted logistical services to plan, procure, provision, activate, manage and support mobile devices, network services and mobile applications.

With the deployment options of a software-as-a-service (SaaS) to partners or Business Process Outsource (BPO) model directly to enterprises to provide varying levels of process automation and contracted logistical support.

Calero mobility management integrates with relevant business applications — such as ERP, CRM, HR, GL and AP as well as Mobile Devices and Carrier Systems to automate the processing of information exchange and workflow tasks related to supporting the mobile workforce.

### Key Capabilities

- **Sourcing and Logistics Management**
- **Mobile Service Management**
- **Device and System Management**
- **Application and Messaging Management**
- **Security and Content Management**
- **Program and Financial Management**
- **System Integration Management**
- **Reporting & Business Intelligence**

## Sourcing and Logistics Management

Systems and services used to purchase, provision and activate network services, applications and devices. Included is the use of portal-based service catalogs with self-service capabilities for corporate-liable devices (for example, device acquisition, device upgrade, local number portability, service plans and report lost/stolen).

- End-user portal
- Self-service catalogue
- Purchase
- Provision device
- Stage, kit and deploy
- Activate carrier service
- Upgrades and replacements
- Number porting
- Transfer of liability
- Break / fix depot repair
- Asset disposal

## Mobile Service Management

Includes the systems and services to inventory network contracts and endpoints. Our mobile service management offers the ability to audit and make recommendations to optimize spending on mobile services, based on ongoing inspection of contracts, standing inventories and call details.

- Contract benchmark
- Mobile inventory
- Audit & optimize spending

## Device and System Management

Management includes the MDM systems and internal support services that make device-

specific information visible, measures device performance and health diagnostics, manages and optimizes connection options (cellular, hot spot and Wi-Fi), establishes process control and applies consistent change and revision management processes and methodologies.

- Asset discovery and management
- Device specific information
- Device performance measurement
- Process control and change management
- Help desk
- MDM application server setup

## Device and System Management

Calero's Application and Messaging Management capabilities include the systems and services to enable corporate messaging and mobile application distribution, and updating (updates, upgrades, patches / fixes) across diverse devices and OSs.

- Mobile application distribution and updates
- Application release and change management
- Application incident and problem management
- Help desk application support

## Security and Content Management

Predicated on the capabilities of the client's selected MDM platform, includes the systems and services to administer and enforce rule-based policies relating to access and consumption of corporate

resources and content

- Rule-based policy management
- Blacklist / whitelist of 3rd party applications
- Content management
- Fraud analysis

## Program and Financial Management

Calero offers the ability to act as an agent on behalf of a customer with third-party providers such as MNOs, application publishers (independent software vendors [ISVs]), device OEMs and device resellers — to conduct ongoing and project-based services on behalf of the user. Financial management includes managing device financing plans, program audits, payments and disputes (for example, accounts payable) and allocation of mobility expenses.

- Act as client agent
- Warranty management
- Program audits
- Upgrade eligibility
- Technology refresh
- Split Billing
- Stipend / Reimbursement / Allowance
- Mobile usage pool

## System Integration Management

Calero's MM System Integration Management automates the exchange of information between relevant business applications and software packages — such as ERP, CRM, HR, GL, AP, PBX, VoIP, corporate Helpdesk and communication devices to automate system

updates and streamline workflow.

- ERP Application
- Helpdesk Application
- Published APIs
- Carrier Provisioning

## Reporting & Business Intelligence

Calero's Reporting and Business Intelligence encompasses the tools and professional services that provide clients with practical information and analytics in order to improve financial forecasts and usage planning.

- Interactive dashboards
- Customizable report generation
- Ad-hoc spreadsheet analytics
- On-demand data exports
- Scheduled report generation

## ABOUT CALERO

CALERO PROVIDES ENTERPRISE COMMUNICATIONS MANAGEMENT SOLUTIONS TO THOUSANDS OF CUSTOMERS IN THE UNITED STATES AND MORE THAN 40 COUNTRIES WORLDWIDE, INCLUDING FORTUNE 1000 CORPORATIONS, UNIVERSITIES, AND GOVERNMENT AGENCIES. CALERO IS HEADQUARTERED IN ROCHESTER, NY, WITH ADDITIONAL OFFICES IN GEORGIA, OHIO, AND TENNESSEE, AND IS WHOLLY OWNED BY CLEARLAKE CAPITAL GROUP.