

Managed Services

Powered by: **Mobility eXchange**

Features:

- Setup and Training
- Management and Ordering Portal
- MobilityCare Device Services
- Connectivity and Rate Plan Management
- Mobile Network Savings
- Consulting and Mobile Device Management
- Client Services and Troubleshooting

Benefits:

- Visibility of Assets and Status
- Simple Data Bill Optimization
- Carrier Agnostic Platform
- Order Management
- Carefree Application Update Pushes
- An Extension to Your Existing IT Team



From the initial concept, to execution of the final product, Mobility Exchange assists in managing and supporting the integration mobile devices into your business. Each solution is equipped with device connectivity which can be tailored based on the carrier with the optimum service provider in your area.

Setup and Training

Following the deployment of devices, Mobility Exchange offers the support and training necessary to ensure the smoothest setup occurs. This includes the education and training your end-users need in order to utilize the devices and custom applications specific to your business.



Management and Ordering Portal

In addition, Mobility Exchange offers a customized portal for ordering, reporting and management of your devices. This grants full visibility of equipment type, location, status of connectivity and carrier information for each device. Such information is accessible to your company's administration. In addition, Mobility Exchange offers a bill consolidation

MobilityCare Device Services

Our MobilityCare Device Services program covers damage to devices purchased from the company outside of warranty for a small deductible. Devices with water damage, cracked screen or casing damages can be returned for immediate repair or replacement.

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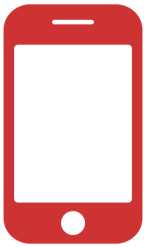
Connectivity and Rate Plan Management savings

Mobility Exchange offers a custom platform to manage data connectivity of your devices. With a single API integration point to 80+ tier 1 MNO's, this full suite of analytics includes 100 KPIs and over 200 customizable alerts. Our rate plan optimization feature automatically optimizes rate plans, in-cycle, creating data pools based on actual usage.



The system also detects SIM dormancy, identifying lines that are active with no usage, providing you with the tools you need to make cost-saving decisions. The QoS / Network Self-Healing feature identifies failing connections, connections that are overly chatty or have become silent and automatically utilizes cancel device location APIs to rest sessions. This allows you to reduce inbound tickets, translating to reduced support costs.

Consulting and Mobile Device Management



Beginning with a consult, the professional staff of experts at Mobility Exchange will outline the optimal strategy for any size organization or vertical to maximize time and create efficiency while adapting to unique technology. Both Android and iOS devices are completely locked down under a Mobile Device Management (MDM) software to maintain security and compliance.

Client Services and Troubleshooting

Mobility Exchange acts as an extension of your current IT team to help manage, configure, secure and deploy all mobile devices.

Tier 1 support can be engaged by authorized individuals for all devices registered in the mobile device management portal. This includes device setup for new employees, management of lost, stolen or damaged devices, and engagement of tier 2 client support when required. Our support team also manages application update pushes to devices to maintain efficiency. Furthermore, a dedicated email address will be provided for client support with prompt response times.

