



## WE KNOW MOBILITY

### PROFESSIONAL SERVICES

Project-based services for the mobile enterprise

Vox Mobile has strong professional services disciplines in the full life-cycle of mobile technologies. The consulting team has an industry-standard approach to **policy development** that includes security, personal devices, and support. The Mobile Engineering Team has **engineered and deployed** hundreds of mobile platforms and **migrated** tens of thousands of users. Our configuration lab has completed **roll-outs** involving tens of thousands of devices, including iOS deployments using approved methodologies. We are also happy to pass our experience along through **training offerings** for system administrators and end-users.

- **Policy Development:** Achieve compliance or support for your strategy.
- **Installation & Migration:** The Mobile Engineering Team is certified in, and experienced with, the best-in-class mobile platforms.
- **Device Deployments:** We have rolled-out over 100,000 devices including iOS devices.
- **Training Sessions:** Users or Administrators, on-site or on-line.

### MANAGED SERVICES

On-going service and support for all aspects of mobile technology

Our **mobile managed services** offerings have been developed in partnership with our customers and comprise a full solution, covering all the needs of a mobility-focused IT department. Reduce the risk of outages with access to our Mobile Engineering Team through our **Expert Server Support** offering, or allow us to shoulder all the risk and burden with our proactive monitoring and management service, **Expert Server Management**. **Procurement Services** offers a range of methods for getting the right devices and services to your mobile users, including self-service portals and a fully-staffed call center. The technical call center provides **24/7 Help Desk Services** to end-users and their devices. If new or replacement devices are needed, we offer **on-going configuration** and **hot swap services** so users have a device configured to standards and ready to use.

- **Expert Server Support:** Enhanced and expedited support for mobile servers and platforms.
- **Expert Server Management:** A remote monitoring and administration service for mobile platforms of all sizes, complexities, and versions.
- **Mobile Help Desk:** 24/7 support for end-users of all mobile devices.
- **Procurement Services:** Managing corporate standards and approvals through portals and our support center.
- **Configuration Services:** Managing device inventories, standard configurations, and on-going deployments.

### ABOUT VOX

Since 2004, Vox Mobile has been earning the trust of hundreds of organizations from across the US and Canada by providing the software, services, and support that comprise every aspect of a mobility-focus IT department and the consulting, development, and engineering expertise to transform business anywhere. Vox Mobile has been a leader in defining mobile IT services since becoming the very first RIM-certified system integrator.

### VOXSTATS

6+ years in business

250+ enterprise customers

60,000+ Tickets resolved, annually

85% First Call Resolution

60,000+ Connections under Management

700+ Servers under management



Visit our site to learn more about our services.

