

## SOLUTIONS OVERVIEW

**Vox Mobile helps organizations build their mobile strategies, operationalize their mobile programs and support their mobile users.**

**And we do it all at one, predictable cost.**

Mobile technology is becoming more and more complex and critically important to business. Mobile users need an immediate response time – whether it’s a lost device, troubleshooting application problems or connectivity issues. Vox Mobile understands this urgency. Our highly trained experts offer a knowledgeable point of contact to keep your users operational and productive – at all times.



### **Needs-based services – tailored to you.**

We don’t take a one-size-fits-all approach – our mobile operations management services are “needs-based.” Your service package is defined based on your priorities, and we can scale our resources up or down, at any time, to adjust to your changing needs.

Mix and match our capabilities to fit where you need us most.

- End-User Support
- 24/7 Help Desk
- Single Source Device Procurement
- Scalable Deployments
- Device, Replace & Repair
- EMM System Administration
- EMM Licensing Acquisition
- Telecom Expense Management
- Asset Management Software

How can I ensure fast response times for mobile user support issues?

I need to be able to support a wide variety of mobile devices and platforms (iOS, Android, BlackBerry, Windows, etc).

I need to deploy thousands of new devices in a matter of months – while ensuring next day replacements for lost or broken devices.

How do I control the applications our mobile users have access to?

I need a single source provider for software licensing acquisition, adoption and management.

I need to ensure maximum up time for our mobile infrastructure.

I need assistance in supporting our EMM software and keeping it up to date.

Our mobile expenses have spiked, and I don't know why.

How can I be sure we are up to date on the latest carrier plans?

I need to allocate mobile costs to the appropriate departments.

I need an easy way for users to make mobile device requests while allowing our administrators to manage our inventory lifecycle.

How can I best ensure compliance of our mobile policies?

What is the best way to manage BYOD so our users are happy and the organization is protected?

### **End-User Support**

We are equipped to provide 24/7 end-user support for a diversity of devices, carriers, applications and geographies. Our support services were built to deliver superior user experience while keeping your end users operational anytime, anywhere.

### **Deploy, Repair & Replacement**

From large device or application deployments, EMM implementations, lost or broken devices to shared device transitions, end users have high expectations for smooth resolutions. Many times, these issues represent unexpected waves of demand on IT organizations that are faced with a lack of adequate facilities or capabilities to respond. Our team of experts have yet to meet a mobile deployment we can't handle.

### **EMM System Administration**

Accelerate implementation of your EMM environment and reduce shelf-ware with dedicated deep technical expertise in mobile security, advanced EMM server configuration, support and monitoring.

### **EMM Licensing Acquisition**

With a deep history of expertise and longtime partnerships with AirWatch, Workspace ONE, MobileIron, Blackberry and other MDM/EMM solutions – we are capable of offering the most substantial license discounts available to your organization.

### **Telecom Expense Management**

Our services go beyond the typical TEM software solution. We provide complete spend visibility and analysis, make continuous optimization recommendations and implement the needed changes.

### **Asset Management**

Our asset management software platform was designed to handle changing technologies, security, policies, compliance, carrier contracts, device inventory, device replacement and much more.