

Mobile Support Services

The Bell Techlogix Difference

Bell Techlogix has over 25 years of experience in delivering IT Technology, Lifecycle Support and Service Desk Solutions. Our commitment to clients is evidenced by the fact that we currently manage over 500,000 IT assets. Bell leverages this experience to offer a full lifecycle of services to support mobile devices and applications. Our Mobile Solution Suite assists IT Executives in better defining their environment and planning for future growth, while ensuring the optimized delivery of mobile services.

Mobile Solutions Suite

Mobile Workforce Enablement:

- Procurement and Deployment
- Policy Development and Enforcement
- Server and End-user Administration

Mobile Device Management:

- Wireless Expense Optimization
- Asset Management
- Mobile Device Management

Mobile Support Services:

- Mobile Service Desk – Tier 1 and 2
- Repair and Depot Services
- Refresh / Retire / Recycle

Our Mobile Solutions Suite Delivers:

- ✓ Reduced TCO through enhanced supplier, carrier and end-user management;
- ✓ Ability to access, monitor, update and control all devices deployed in the field;
- ✓ Improved end-user service levels and productivity;
- ✓ A more secure mobile environment;
- ✓ Applications that improve business processes.

Mobile Service Desk Support

Powered by industry leading platforms, like Interactive Intelligence and Remedy, our Contact Center delivers best-in-class service to mobile end-users across the nation.

Our proven methodology encompasses an integrated set of business processes and tools:

- **Interaction Management:** Quick, easy and flexible access to agents with detailed reporting on every interaction.
- **Incident Management:** Creation of service request tickets, resolution tracking and comprehensive reporting.
- **Knowledge Management:** Real-time access to all relevant data, documentation and information for problem solving.
- **Quality Management:** Systems capture data, perform detailed analytics, track metrics and generate real time reports to better manage the service delivery process.

Our Mobile Service Desk agents have the ability to address basic information inquiries, process questions or to provide advanced technical support. We drive productivity for your mobile workers with best-in-class response times and problem resolution rates.

Depot Services: Repair – Refresh - Recycle

Bell Techlogix offers the ability to create a complete regional or national Mobile Service Desk Solution by integrating it with our service, repair and advance exchange offerings. Establish a single point of contact to address maintenance, repair, refresh and disposal. Track, manage and report on the productivity of your mobile technology in the field.

Leveraging our Depot Facility, Bell executes cost-effective programs that assist our clients in maximizing the access and availability of mobile solutions and applications.

- Configuration and Deployment Services;
- Depot Repair Services;
- Advance Exchange Services;
- Refresh and Disposal Services.

TO RECEIVE A NO-OBLIGATION ASSESSMENT OF YOUR CURRENT MOBILE ENVIRONMENT, CONTACT OUR MOBILE SOLUTIONS HOTLINE:

1- 888-475-0420

Or visit us at: www.belltechlogix.com