

## Mobile Support Solutions

### The Bell Techlogix Difference

Bell Techlogix has over 25 years of experience in delivering IT Technology Solutions. Our certifications and broad experience include Apple, Dell, EnterMo, HP, IBM, Intermec, Microsoft, RIM, Sprint, Symbol and other industry leaders. Our core team of subject matter experts currently carries over 450 industry certifications. This combination of experience and expertise allows us to deliver complete IT and Mobile Solutions on-time and on-budget. Our commitment to our clients is evidenced by the fact that we currently manage over 500,000 IT assets. 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 Device Support

Leveraging mobile technology is based on the ability to enable your mobile workers to access information and technology anytime, anywhere. However, in order to optimize your mobile investments you must overlay effective management and support solutions.

The cornerstones of our Mobile Support Services are our world class 24x7x365 Contact Center and our Mobility Repair Depot, strategically located in Indianapolis, IN. These facilities leverage proven methodologies, a best-of-breed service infrastructure, integrated tools and skilled employees that are experienced in mobile technology. Bell's centralized support, deployment and repair services assist our clients in implementing mobile solutions that have meaningful bottom line impact.

### Our Support Solutions provide the following:

- ✓ Reduced TCO and improved ROI through more efficient supplier management;
- ✓ Increased speed of access to information;
- ✓ Improved end-user service levels and productivity;
- ✓ A more secure mobile environment;
- ✓ Mobile applications that will drive your business.

## 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. This is evidenced by the fact that we currently support over 200,000 mobile devices across multiple technologies and carriers.

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

## Mobile Depot Repair Services

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;
- Remote and on-site technical support;
- Depot Repair Services;
- Advance exchange services;
- Refresh and Disposal Services.

***It's our business to help you improve yours!***