

CMServices

Mobile Device Management Technical Support

CMServices offers comprehensive mobile management solutions that provide complete end-to-end visibility needed to remotely manage and secure mobile devices, services and applications. Each solution provides an integrated platform that supports real-time, proactive monitoring of mobility service, device management and security across all Smartphone platforms.

CMServices will partner with and support the MDM software provider that you choose for the purposes of supporting smart devices that are enrolled in the MDM solution.

The MDM software solution is the plane...

CMServices will use this tool to distribute applications, security policies, data and configuration settings to mobile devices. *We fly the plane!*

- CMServices will use your MDM application to optimize the functionality, manage security (including wiping the device if necessary and if business rules determine the need for such actions) and communication networks to minimize cost and downtime.
- If custom Line of Business applications are being used and a performance issue is determined to be within the mobile application, then CMServices will escalate the issue to your internal development group designated to address these support issues.
- CMServices will document information on issues that have been reported from your end users in order to provide your mobile development group with the necessary data to perform remediation, modify training guides or change company policy.

Smart Device is defined to include any device that can store and run mobile applications (i.e. smartphones / tablets), and is not a PC, Laptop or Server. MDM Technical Support Services apply to any Smart Device that is enrolled in your chosen MDM software solution.

Mobile Device Management Technical Support

MDM Technical Support will respond to your end user requests and manage the smart device environment up to the carrier network.

We also support the deployment of mobile applications, device security, re-training of end users on your custom applications and provide support for the health of the device.

We can also hand off issues to your Level 3 IT support for Server, Network and development support for the devices.

All requests are entered in and tracked through the CMServices Request Ticketing System.

- End users may contact MDM Technical Support and create a Request via phone, email, on-line or fax.
- End user will receive a confirmation and ticket number via email, as well as status and post-completion follow-up.
- Escalation is based on elapsed time, severity, user or other parameters as negotiated.
- Process integration with your IT Technical Support for smooth hand-off/redirection of requests.
- Technical Support is available during "Standard Business Hours", **7:00 AM to 10:00 PM** M-F Eastern US M-F, 10:00 AM to 8:00 PM Weekends and your IT staff will have (24/7) on call Helpdesk support.
- Ticket tracking and reporting by user, device, category, type or other categories. Ticket system accessible real-time to your contacts.

Reporting

Report frequency is customizable to your specifications.

- Real-time access to ticketing system for your contacts.
- Monthly activity reporting.
- Quarterly formal reviews.
- Optional on-demand reporting.

All CMServices services are designed to make the wireless user's experience easy and efficient. From initial application push, to a fully functioning smart device, and through on-going support for problem resolution, training and security support, CMServices offers a high-touch solution with the right mix of human involvement and technology.