CMServices

Simplify your mobile business operations and reduce your telecommunications costs by partnering with CMServices Solutions as your wireless mobility management provider. Our wireless industry experts and custom mobile solutions help you manage all your enterprise mobile and wireless devices – including **iPhone, Android, Blackberry and Windows Mobile** Devices.

Wireless Mobility Management

Managing the costs and security risks associated with the deployment of mobile technologies is an ever increasing challenge for organizations of all shapes and sizes. The rapid growth and proliferation of connected devices is driving this trend in today's mobile environment.

Users carry your enterprise in their pocket. They use their smartphones and tablets to access the corporate network, business applications and your enterprise data.

Technical Helpdesk

The Technical Helpdesk will respond to user requests, manage the smart device environment up to the carrier's network, support the deployment of mobile apps, device security and provide support for the health of the device with the ability to hand off issue to Client IT for Level 3 support for Server, Network and development support for the devices.

CMServices will interact with your internal IT if necessary. All requests are entered in and tracked through the CMServices Request Ticketing System.

Wireless Contact Center

All wireless mobility management services are provided through our wireless contact center. We are fully U.S. based, staffed by wireless experts, ready to handle all requests, including new orders, are entered in and tracked through a Request Ticketing System.

End-users rely on our wireless experienced staff, which will also have full user-specific issue and equipment history at their disposal. For travelers and executives, customized and after-hours care is optionally available.

Summary of features

- Contact center capability to answer questions and resolve issues via voice, email or web.

- Sophisticated incident management system to track all customer, carrier, and telecom management interaction in detail.

- All requests receive acknowledgements, updates and closure notices after confirmation of request completion. Communication with end-users is extensive.

- Escalation is based on elapsed time, severity, user or other parameters as negotiated or per specific Service Level Agreements.

- Standard Support hours are **7:00 AM to 10:00 PM Eastern** US M-F and weekends 10:00 AM to 8:00 PM, or as negotiated.

- 24 x 7 hours available upon agreement for Technical Support.

- Process integration with your IT Helpdesk for smooth hand-off/redirection of requests when necessary.

- Helpdesk may also maintain inventory at our location for emergency delivery to users, as negotiated.

- Ticket tracking and reporting by user, device, category, type and other etc.

- Ticket system accessible real-time to your Contacts.

Blackberry and Smart Device Technical Support

Technical support is provided by our wireless experts for any wireless device for any type of wireless issue that your users may encounter.

Summary of features

- Contact center support for any end-user throughout the company for any technical support issue or question regarding their wireless device of any type, including smartphones of all makes and models and data cards.

- Blackberry Enterprise Server, ActiveSync and GoodLink Server support for day-to-day moves, adds, changes and deactivations. Enterprise Activations, password resets, account creation are all included in this service.

- Remote control of wireless devices available to support end-user issues.

- Smartphone (Blackberry, Windows Mobile) self-service portal.

- Custom process interaction with your IT group, as needed.

- Custom processes for activation and handling of smartphones.

Reporting

Report frequency is customizable to your specifications. We provide real-time access to the ticketing system and monthly SLA metric reporting, as part of our standard offering.