

CMServices

Wireless Mobility Management Wireless Support Services

CMServices delivers wireless management solutions that reduce the cost and time demand on your current support staff. We partner with you to create and enforce wireless policies that help you achieve your organizational goals while generating efficiencies.

Wireless Support Services

Simplify your mobile business operations and reduce your telecommunications costs by partnering with CMServices Solutions as your wireless procurement provider.

CMServices provides Wireless Support Services (WSS) for the acquisition of wireless devices and associated plans.

WSS activities address the full wireless support lifecycle, from onboarding a new employee, to providing support and change management through device decommissioning. CMServices's Wireless Support Services provides users with a short, simple, pain-free process to select new or changed equipment, service plans, features and accessories.

CMServices handles all carrier interaction, end-user service, equipment, accessory and policy compliance and Client purchasing approval process compliance, as well as activation assistance.

The intended goal is fast turnaround of a correctly provisioned phone or data device to the user with a minimum of time and effort required on the user's part.

We provide frequent status updates to end-user requestors during the process, whether it is a few minutes to answer a question or a few days until carrier delivers and user is up and running with a new line and/or device.

Summary of features

- Web availability of user specific plans and devices via our Wireless Purchasing Portal.
- Content maintenance of Wireless Purchasing Portal.
- Full carrier interaction for procurement and provisioning of devices across all carriers and device types.
- Database maintenance of changes made with each transaction. Service plan changes, equipment replacements along with pertinent user cost codes, carrier account numbers, rate plans, equipment identifiers, etc., will be updated to CMServices's central database for reporting.
- Contact Center support for users with purchase requests in progress as well as authorized Client contacts.

• Transaction types include

- New lines of service
- Number ports in or out
- Assumption of liability in or out
- Voice and data service plan changes
- Feature adds, deletes, blocks or changes
- Accessory orders and replacements
- Replacement devices: lost, damage, stolen devices, periodic upgrades, warranties
- Device/line of service moves to other users
- Deactivations/Suspensions
- ESN swaps

- Extensive user updates via email order status. Purchasing communications include receipt acknowledgement, updates at order and shipment, and incident closure notification after user is running.

CMServices Wireless Support

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 Operating Systems.

CMServices delivers a wireless management solution that reduces the cost and time demand on your support staff.

CMServices provides standard support (7:00 AM to 10:00 PM Eastern U.S. and weekends 10:00 AM to 8:00 PM) for any end user throughout the company for any purchase request of any type, including company standard policy and equipment information. 24/7 option available.



We help you control costs, track mobile device support activity and centralize management of purchasing and approvals and ensure compliance with service and equipment standards with our Purchasing and Business Process Outsourcing Services.

We enforce your custom approval policies and service standards to help you reach your organizational goals while controlling cost.

CMServices Wireless Support Services deliver quality support to your end users while freeing your organizational resources to focus on what matters... your business!