

WIRELESS HELP DESK

The Wireless Help Desk service provides support for your wireless environment – any device, any carrier, 24 X 7.



Product Description

The key to an effective enterprise mobility solution for your company is providing quick and comprehensive end user support for the problems that inevitably arise with wireless devices. The exploding selection of smartphones, PDA's and other mobile devices along with the wide array of features and service plans, means supporting demanding mobile device users is a difficult and time consuming task. The Wireless Help Desk, staffed by industry experts and technicians, allows your authorized Smartphone, PDA and broadband card users to easily report technical problems, make service changes, and get answers to questions about your wireless policies, standards, and their mobile devices. Our US based support team includes industry experts in all wireless equipment and services including iPhone, Blackberry, Android and Windows Mobile. We can also manage all your Blackberry Enterprise Servers, your Good Mobile Messaging system, and your ActiveSync activations.

Tech Support Covered Areas

- Email access
- Equipment problems
- Carrier provisioning errors
- BES-related errors
- Enterprise Activation on BES
- Data card connectivity
- Full BES admin for daily activities

CAPABILITES:

Supported Devices

- iPhone
- Blackberry
- Android
- Legacy Phones
- Data Devices

End-User Support

- Centralized Help Desk
- Troubleshooting
- 24 x 7 x 365 Access
- Emergency Stock Option
- Any user for any device

Equipment

- Replacements
- Upgrades
- Warranty Replacements
- Order Accessories
- Maintain Inventory
- Recycle



Speak to a
Wireless
Consultant