

Mobile Operations Center



Stratix Mobile Operations Center

Stratix Help Desk offers a best-fit service model based on each client's needs. With multiple contact channels backed by extensive device, mobile applications and MDM expertise, we ensure the right people with the right skills are available to support your mobile users at the right time.

Our Capabilities:

- **Contact Channels** – phone, email, and web portal
- **24x7x365 Support Availability**
- **Mobile Application Support**
- **Third-Party Resolution Assurance** – we'll troubleshoot third-party apps, OS, device and cellular issues
- **End-User Support with MDM Platforms** – we're certified across 10 MDM platforms
- **Flexible SLA Performance** – 60, 45, and 30-second call response, across all incident level options
- **Service Reporting & Analytics** – track number of incidents, root cause, problem resolution and performance KPIs via itrac360 portal and monthly e-mail reports



The 24/7 Mobile Help Desk has been phenomenal for our flight attendants and pilots. Our crew is getting first-call resolution, and the support team understands the challenges that crew members are dealing with.

Ron Freer

Sr. Manager, Inflight Mobility and Strategy, Southwest Airlines

The WHY Stratix

We help resolve your mobile challenges better and faster.

- 325,000 support calls (2018)
- +71.4 NPS (2019)
- 90% First Call Resolution Rate
- Less than 5% Abandon Rate

Outcomes We Deliver



Increase Customer Satisfaction

Deliver a positive user experience when deploying new mobile technology, expanding locations or adding new employees



Speed to Resolution

Resolve issues quickly to maintain business resilience and employee productivity, backed by a 90% first call resolution rate



Save Time and Capital

Focus your time and capital on innovation, while tapping into our specialized mobility Help Desk personnel and support systems

Learn more at stratixcorp.com