Mobility Help Desk

stratix
Nonstop Mobility.

Don't Let Workflow Interruptions Get in the Way

The proliferation of mobile technology in enterprises means significant challenges for IT teams. Device variations, multiple operating systems and apps, plus dispersed end users create logistical and technical complexities that make it increasingly difficult to service and support end users anytime and anywhere. Many organizations are adopting a mobile-first strategy as a critical pillar of their digital transformation, so downtime affects every aspect of an organization's minute-to-minute operations—from your employees and customers to your bottom line.

Stratix Reduces Downtime with Our Mobility Help Desk

We take the time to fully understand your mobile technology programs and workflows to build knowledge bases tailored to your environment. Then, we provide the exact experience your people need to resolve their issues quickly in the way that they want to be helped—including voice, chat, AI chat, and email.

Challenge	Solution
Supporting diverse OEM devices and operating systems in enterprise mobility programs	24x7x365 mobile help desk support for all the major device types and operating systems
Near-shore or offshore help desk support can lead to misunderstandings that are frustrating to end users	Our support services are 100% onshore. When nothing is outsourced, your end users are always speaking with a qualified and helpful Stratix mobility expert
Keeping spare pool, device repair, and shipping costs in check when devices are needlessly returned for repairs that could have been handled remotely	We reduce spare pool costs and operational disruption when our help desk team solves problems to cut "no fault found" returns

Stratix Services

Level 1 Mobility Help Desk

- 24/7/365 service and support through voice, chat, AI chat, and email
- Answer general questions regarding the supported device and operating systems
- General support and assistance with:
    - Passcode/PIN reset
    - Basic email setup and settings configuration
    - Download/installation of supported applications
    - Connectivity issues
    - iOS® and Android® settings
- Troubleshoot device malfunction and recommend resolutions
- Process device Return Materials Authorization (RMA)

Level 2 Mobility Help Desk

Level 1 support plus:

- Troubleshoot email issues; assist with settings and application issues for Outlook® and Google®
- Provide Mobile Device Management (MDM) support for 1:1 or shared devices passcode/PIN reset
    - General enrollment lock/unlock/deactivate
    - Remote control diagnostics and resolution
- Assist with device settings at the operating system level (iOS and Android)
- Troubleshoot application issues
    - Settings changes
    - Setup and configuration
    - Uninstall/re-install

Custom Mobility Help Desk Service and Support Available

- Carrier services
- Third-party resolution assurance
- Hypercare extended services

Support Across Major OEMs and Device Types

- Consumer smartphones, tablets, wearables
- Payment terminals (mobile/fixed/sleds)
- Ruggedized devices
- Printers
- Scanners
- Chromebooks®, e-readers
- Laptops and MacBooks©

Supported Operating Systems

- Apple® iOS
- Android
- Chrome™
- Windows®

Supported Managed Mobility Systems (MDM/EMM – Level 2)

- VMware WorkSpace ONE®
- Microsoft Intune®
- SOTI One®
- MaaS360®
- VHQ Verifone®
- Samsung Knox®

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4 Decades of experience helping customers solve their technology challenges

Industry Leading Net Promoter Score – double the industry average

85+% market-leading first call resolution

24x7x365 U.S.-based service and support

Deliver **Level 1** and **Level 2** SLA-driven service and support for devices and applications

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Why Stratix

The Stratix Mobility Help Desk offers a flexible and scalable solution that delivers the business outcomes you desire for your end users. As North America's premier enterprise mobility specialist, Stratix focuses exclusively on mobility services and has millions of devices deployed. Our help desk services are fine-tuned to optimize your organization's operational, technological, and financial performance. Our certified expertise allows us to deliver an unparalleled mobile experience across your entire environment.

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