














Capability	Stratix	VS	Typical Competitor
 100% focus on mobility	 Laser focus on mobile solutions that help our customers improve workflows and productivity		 Often try to be all things and end up being master of none
 High customer retention and satisfaction	 Decades-long relationships, average tenure >10 years, and high NPS 70+ in top 1% of IT help desk		 Mixed customer reviews and high churn
 End-to-end lifecycle services	 Full device lifecycle management (procurement, kitting, deployment, support, repair, replacement, decommissioning, reverse logistics, and ITAD)		 Partial or siloed services—often with a heavy reliance on outsourcing
 High accuracy in technology deployments	 Our proprietary ProCheck system delivers a quality control rate of 99.87%—even on highly customized and complex deployments and repairs		 Have some automation, but struggle with accuracy in orders—especially when more than enrollment and activation is required
 Deep industry expertise	 Proven success in retail, healthcare, logistics, airlines, field services, and more		 Generalized industry experience
 Custom-built mobility programs	 Tailored mobile technology solutions designed for specific customer needs		 Limited customization, cookie-cutter solutions
 Proprietary asset management platform	 Stratix itrac360 provides real-time tracking and reporting across the entire device lifecycle. You can personalize your dashboard and set up custom alerts		 Basic or third-party portals lacking lifecycle insight
 24x7x365 U.S.-based support	 Always-on help desk staffed by mobile experts trained in customer environments for faster problem-solving. We have industry-leading NPS scores		 Leverage offshore resources
 Authorized repair	 Stratix offers OEM-authorized repairs performed by our certified technicians, or we manage the repair process through our OEM partners—ensuring work is done to factory specifications with genuine replacement parts		 May offer unauthorized repairs that affect equipment warranties and may not be up to factory specifications
 OEM-agnostic approach	 Works with Apple, Samsung, Zebra, Google, Honeywell, and more so customers get the tech that best fits their needs		 May push preferred OEMs or lack flexibility
 Strong strategic partnerships and certifications	 Recognized high-level partner of major OEMs and platforms. Certified with all of them		 Lower-tier or informal partnerships. Lack certifications and training
 Scalable for growth	 Our state-of-the-art deployment and logistics facility utilizes flexible staffing for rapid scaling when needed		 May struggle to scale rapidly
 Telecom Expense Management (TEM)	 Dedicated in-house TEM team to manage wireless costs and carrier contracts		 No TEM, or focus on DIY software not service