

Mobile Deployment and Support

Source, prep, and deliver your mobile devices. Support your end users and resolve their issues quickly.



No Small Task: Get The Right Phone, Tablet, And Apps To Every Employee

Not every IT group is able to procure, configure, activate, and deliver thousands of mobile devices on schedule to all employees – and most IT groups have other missions to accomplish. Tracking upgrade eligibility of employees, or disposing of older phones, for example, are not tasks you want an IT manager spending hours to handle.

Key Challenges

- Your team is not staffed to cover the details of vendor interaction, staging, kitting, and forward and reverse logistics.
- There is no formally defined workflow for custom-loading apps and collateral into new devices.
- Internal repair and replace programs cause ongoing headaches and disappoint end users.
- Tracking of all employee-held mobile devices brings the need for special-purpose systems that go beyond traditional asset management.

“Ordering and waiting for smartphones and tablets, provisioned and compliant, was frustrating for our users until we engaged Tangoe.”



Tangoe Mobile Deployment and Support

Tangoe’s Mobile Deployment and Support allows companies of any size to immediately outsource and professionalize all these activities. Our programs and resources are in place and allow you to count on at a stable monthly cost –while IT is freed up to focus on higher-value-add activities. The solution includes:

End User Portal. Mobile devices are the most personal business hardware, so we give your end-users ownership of device selection via an intuitive portal, picking from a pre-selected catalog of approved devices.

State-of-the-Art Logistics Facility. Our plant in Austin, Texas has the capacity to handle even your peak procurement needs, with stocking, staging and kitting, installing apps and collateral so every device is delivered user-ready.

Tangoe Service Desk. Included in your package, staffed with experts who quickly resolve the inevitable end-user questions or issues – in any geography, around the clock.

“With Tangoe, we have confidence that new devices, properly activated and tagged, will reach employees when they need them, and we can track every one through its lifecycle.”



No Problem, No Panic: Repair and Replace

Smartphones are always in the action, so drops and breaks happen. When they do, we quickly put a like device in the hands of the end user. Your Tangoe replacement program does not require seed-stock investment.

Management Benefits

- Correct, timely provisioning of new smartphones and tablets.
- Established, efficient workflow for Tangoe Repair and Replace Program.
- No seed investment in repair stock – fully OpEx. We pull from our inventory of devices to keep your employees at their most productive.
- Proper data governance. When your teams’ devices reach their end of life, Tangoe securely wipes all data from them.
- Complete tracking. Replacements are delivered in a pre-labeled box for the end user to easily return the broken device to Tangoe’s center.
- Choose the threshold that matches your unique mobile device usage scenarios.

End-user Benefits

- Easy, hassle-free ordering of new devices.
- Devices arrive ready to use, out of the box.
- Minimal downtime with broken or lost smartphones.
- Easy return of broken devices.
- Ability to segregate personal information from business data in smartphones and tablets.
- Better data plans and services.
- Tangoe handles recycling; no cellphone graveyards and clutter.

“Broken and outmoded devices no longer get in the way of us doing business. Tangoe carries extensive replacement stock and swapout is fast and smooth.”



For more information on Tangoe Mobile Deployment and Support, visit www.tangoe.com or call 844.484.5041.

A Global Market Leader in Mobile Enablement

Tangoe built its quantifiable track record by helping companies navigate IT and telecom challenges and make mobile usage a success every day. Nothing is more effective than specialized, deep, insider knowledge of mobile devices, vendors, carriers, plans, and technical issues. Even the largest global clients rely on us for benchmarking and carrier negotiations to mobile device sourcing and provisioning.