

Tangoe Mobile Repair and Replace

Fast, simplified replacement for damaged, lost or stolen devices

21% of smartphones have a cracked screen¹ and 4.3% of employee smartphones are lost or stolen each year.² The Tangoe Mobile Repair and Replace program is designed to speed and simplify the process and minimize the costs of keeping employees productive when devices are damaged, lost or stolen.

HIGHLIGHTS

Tangoe has all the elements your company needs for a turnkey repair and replacement program ready to go on a worldwide scale, including devices staged to your specifications.

Maintain device warranties

Tangoe's Apple-certified repair facility is staffed with Apple-trained technicians and certified repair technicians for the leading Android-based brands, ensuring repaired devices maintain the original device warranties.

Eliminate inefficient CAPEX for restock inventory

Tangoe maintains sufficient stock of like or newer devices to handle any damage or loss event.

Deliver ready-to-go devices quickly

Devices are pre-loaded with the right applications and data access with 2-day shipping included.

Minimize data security exposures

Returned devices are wiped of all data to maintain security and privacy.

Reduce IT staff burden

Tangoe Repair and Replace program allows IT to focus on higher value information tasks.

BENEFITS

Tangoe Mobile Repair and Replace is a true repair and replace program that far exceeds the typical repair or inventory management service to deliver significant benefits:

- **No Inventory or capex required:** Tangoe maintains the necessary backup inventory of mobile devices, allowing you to avoid inefficient capital expenditure on equipment that sits idle.
- **Simplified management:** Tangoe Mobile Repair and Replace provides administrative reports showing device damage and losses along with replacement activity and costs.

¹ Digital Trends, Motorola report, 2015.

² <http://www.channelpronetwork.com/article/mobile-device-security-startling-statistics-data-loss-and-data-breach>

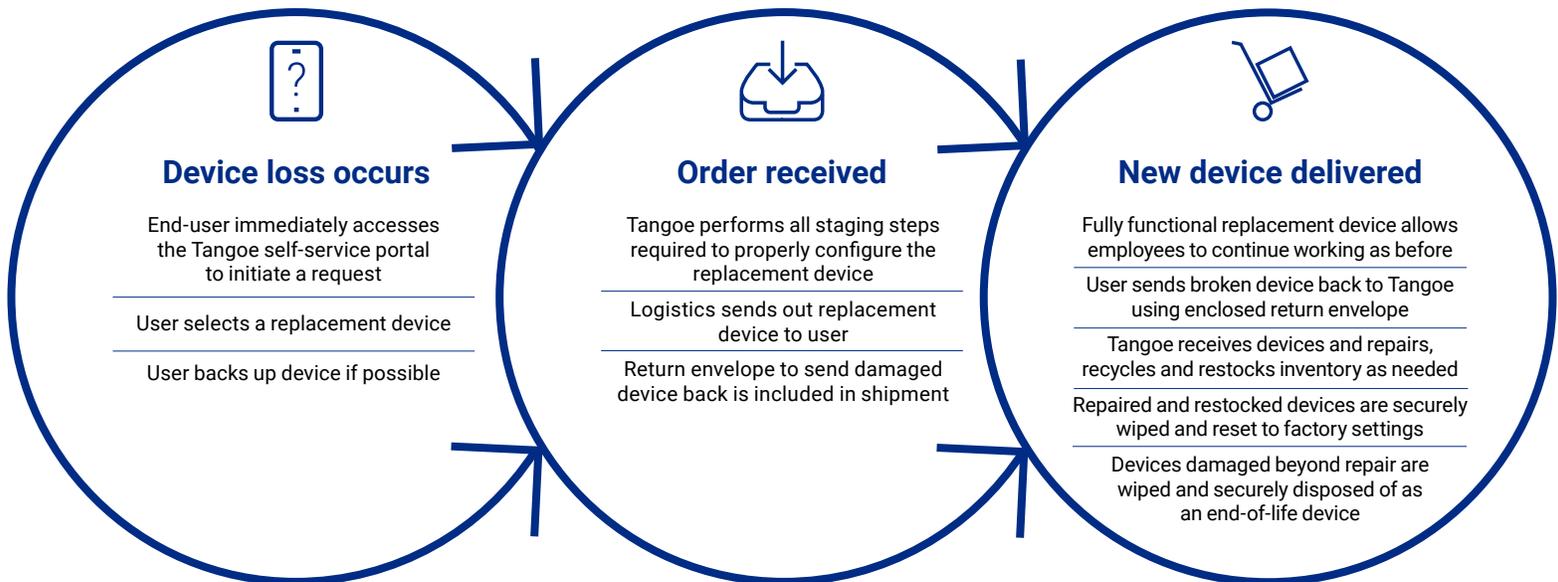
TANGOE MOBILE REPAIR AND REPLACE

BENEFITS (continued)

- **Security:** Corporate and personal data is wiped from discarded, replaced, lost, and stolen devices, in compliance with ISO 14001 standards.
- **The fastest remedy for your employees:** Employees initiate replacement or repair swapout via an intuitive self-service portal operated by Tangoe.
- **Two-minute returns:** The end user receives a labeled, postmarked shipping box for the broken device, making returns effortless and immediate.
- **Into the employee's hands, in two days or less:** The replacement device is kitted and delivered with included two-day shipping. For urgent replacements, next-day shipping is available.
- **End-user satisfaction:** Employee frustration is minimized, and they quickly return to productivity, with the knowledge their replacement device will arrive in 24 to 48 hours.

HOW IT WORKS

When an employee is no longer able to use their mobile device the Tangoe Mobile Repair and Replace program swings into action:



Global coverage

Countries covered under the Tangoe Mobile Repair and Replace program include Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, United Kingdom and United States.

About Tangoe

Tangoe helps its customers grow their bottom line. Leading global brands rely on Tangoe to increase productivity, reduce costs, and drive predictable results. The company's technology solutions are the global expense management and mobility services standards for the world's greatest brands who believe, like us, people work smarter when technology works for them. Learn how technology can make you work smarter at www.tangoe.com.