# Peak Managed Mobility Services Portfolio

Peak Technologies offers a single source for end-to-end Managed Mobility Services. With over 30 years of experience working with the world's leading companies managing enterprise mobile devices, we have the resources and expertise to deliver the same levels of ease-of-use, reliability and security to mobile workforces.

The right Managed Mobility Services (MMS) provider offers multi-vendor capabilities. This will help your business maintain standardized processes and manage service relationships more efficiently. At the same time, you need local presence that includes direct access to technical experts and, the ability to diagnose and resolve problems. With such a wide range of technology, processes, and skills necessary to manage the mobile enterprise, outsourced Managed Mobility Services (MMS) can help businesses control cost, minimize risk, and gain optimal productivity improvements from new mobile technology. A proven MMS partner such as Peak can help enterprises leverage the mobile revolution for enduring business success.

## Device Type Supported

| | | | | |
|---|---|---|---|---|
| • Smart Mobile Phone | • Routers | • Hot Spots | • Access Points | • Laptop |
| • Data collection/ barcode scanners | • Rugged Mobile computer | • Tablet Computers | • Vehicle Mount Computer | • Wearable computers |

## Manufacturers Supported

| | | | | |
|---|---|---|---|---|
| • Apple | • BARTEC | • Hot Cradlepoint | • Cipher Lab | • Datalogic |
| • Honeywell | • Janam Technologies | • Microsoft | • Panasonic | • Samsung |
| • Sierra Wireless | • Unitech | • WASP | • Zebra | |

## Operating System Supported

| | | |
|---|---|---|
| • iOS | • Android | • Windows |

## MDMs Supported

| | | | |
|---|---|---|---|
| • AirWatch | • Citrix UEM | • Intune | • Ivanti |
| • MaaS360 | • MobileIron | • Samsung Knox | • SOTI |

## Cellular Service Provider

| | | | |
|---|---|---|---|
| • Advantix | • AT&T | • T Mobile/Sprint | • Verizon |

# At-a-Glance Peak Managed Mobility Services

| | Overview | Business Impact |
|---|---|---|
| **Order & Inventory Management** | Peak specializes in mobile devices of all types from consumer devices to light duty devices to highly rugged devices. We leverage our extensive knowledge of both WLAN and WWAN environments and our relationships with the leading wireline and wireless carriers to provide a wide array of carrier service plan options all customizable to customers business needs.<br><br>We can provide a custom catalog for online ordering and inventory management. | • **Optimize wireless carrier plans and ongoing management.**<br><br>• **Streamline mobile hardware ordering processes.**<br><br>• **Minimize Total Cost of Ownership (TCO) for all Mobile Devices.**<br><br>• **Manage order approval workflows and pricing in the customer portal.** |
| **Lifecycle Delivery**<br><br>**Spare Pool Management Options** | Our Advance Exchange Program offers the management of customer's owned spare pool inventory to ship as a replacement device when a customer has a unit being sent in for repair. The program includes overnight shipment of the spare device and the management of the broken device returned to the OEM vendor for repair and return to the spare pool inventory plus device staging and reporting.<br><br>The Notify & Exchange Program offers the management of customer's owned spare pool inventory to ship as a replacement device once the customer provides proof of shipment with the tracking number for the broken device being sent in for repair. The program includes overnight shipment of the spare device and the management of the broken device returned to the OEM vendor for repair and return to the spare pool inventory plus device staging and reporting. | • **Decreased amount of time IT Staff has to devote to managing device repair problems.**<br><br>• **Improved worker productivity since fully staged and configured replacement devices are set overnight.**<br><br>• **No need to hold large spare pools at each location.**<br><br>• **Reduced internal staff levels required to handle managing devices in the repair lifecycle, asset management and spare pools.** |
| **Lifecycle Delivery**<br><br>**Repair and Return Options** | The Repair & Return Program is for customers without a spare pool program but has a need for assistance with the depot RMA process and requires the unit to be staged and configured. Our RMA team will create the RMA's with the OEM vendors, track activity and report on current status. The device is repaired, configured and returned to the end user.<br><br>The RMA Support Services Program is for customers who want the RMA process managed by facilitating the RMA request from the OEM, managing the repair process and ensuring the device is sent back to the customer. We provide status updates of your RMA. | • **No investment in spare pool required.**<br><br>• **Device will be repaired once shipped to provide an incentive to cycle faulty devices as quickly as possible.**<br><br>• **Reduces internal staff levels required to handle managing devices in the repair lifecycle.** |
| **MDM / EMM Services** | Managing mobile devices across multiple locations and end users requires careful attention and is ideal for companies that want to outsource their MDM Dashboard and daily monitoring and maintenance. Dashboard configuration, group policy set up, enrollment, daily monitoring, alert management, performance reporting, carrier firmware management, and profile updates are all included. | • **Proactive alerts and audit reports on device status for policy compliance.**<br><br>• **Locate and track devices anywhere in the world real-time or historically.**<br><br>• **Drive consistent adherence to all corporate standards, policies and requirements.** |

| | Overview | Business Impact |
|---|---|---|
| **Staging, Kitting and Fulfillment** | Our Mobile Device Provisioning & Deployment service that provides you the power to outsource all device staging, provisioning setup and kitting tasks. Provisioning of devices includes testing and inspection of the device, verifying the device OS, loading the business application, and includes asset labeling and kitting with accessories, as well as device enrollment in the MDM software. | • **Receive a fully tested and configured device ready to go out of the box.**<br>• **Redeploy key internal staff to higher value strategic projects and initiatives.** |
| **Help Desk** | Peak offers a full range of Help Desk services to support your mobile deployments within the supply chain and mobile workforce including Level 1 and Level 2 support. Services include basic hardware troubleshooting, carrier line of service support, basic application support, MDM support and third-party software support. | • **Freedom to focus on your core competencies.**<br>• **Ensure high reliability that maintains employee productivity.** |
| **Telephone Expense Management (TEM)** | Peak's Telecom Expense Management platform allows for easy review and evaluation of both wireless and wireline carrier costs across all individuals, departments, and carriers. Make cost effective decisions based on centralized, comprehensive, standardized data and industry knowledge. | • **Easily review and evaluate all service and hardware costs, devices and carriers under one portal.**<br>• **Wireless and Wireline management of carrier expenses in one place.**<br>• **Reports and KPI metrics easily customized to your needs.** |

# Contact Us

Order online or contact us today!

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