



CompuCom Mobile Services

Support the Mobile Devices in Your Enterprise



- ✓ **What mobile device management solution does your business require?**
- ✓ **Is ActiveSync enough for your organization?**
- ✓ **Do you have a secure Wi-Fi network for your BYOD program?**
- ✓ **Do you know how to get new mobile applications into the Apple® Store or Google Apps Marketplace?**

The proliferation of mobile devices in the enterprise is no longer a trend, it is a reality. From contacts and calendars to CRM and project management, it's a world where personal and business content and services co-exist, and productivity is defined by how connected you are.

We “get it” at CompuCom. You need devices that work like you do, and you need to be securely connected in the office and at local hotspots.

Often, IT staffs struggle with quick-moving requirements for enterprise mobility solutions. Generally, these are “plus one,” (or more) devices — meaning not in the budget for IT support. Perhaps you do not even desire to manage these devices. And at the other end of the spectrum, business units want more focus on mobile applications.

We offer a full mobile device management solution and deliver the services within weeks, not months. And, at a savings of up to 28 percent versus managing it yourself. We understand that there is not a single service or policy that fits every organization. We'll put our proven track record of delivering vendor neutral, highly tailored solutions to work for you. You'll be confident in knowing that CompuCom is more than a trusted advisor, we are a trusted doer.

Addressing the Myriad of Challenges

We can help you select and implement a mobile device management solution that works for your organization — whether you want basic or advanced capabilities. Our services address the following areas:

- ▶ Mobile security
- ▶ Access, encryption, remote wipe, etc.
- ▶ Bring your own (BYOD, BYOT, BYOPC, personal use device)
- ▶ Data segmentation
- ▶ Email, personal data, app store
- ▶ Self service
- ▶ Provisioning, wipe, etc.
- ▶ Mobile app development
- ▶ Embedded technology
- ▶ Billing management
- ▶ Usage vs. plan

CompuCom[®]
The Leading IT Outsourcing Specialist



Leveraging Mobility for Value

Desktop and mobile technologies and the associated management tools consume a significant part of the IT operational budget. For many years, we have continually earned our placement as a leader in Gartner's Magic Quadrant for efficiently and cost-effectively managing the desktop environment. We successfully integrate with our clients' systems and personalize services to an organization's culture.

Regardless of architecture and device preferences, we can procure, implement, repair, and manage whatever mix of technology is required to keep your business performing at peak productivity.

Managed Services	Description	Platforms				
		Windows Client	MAC OS	Mobile	POS	VDI
Acquisition Services	Bundled SKUs	●	●	●	●	●
	Configuration, Provisioning & Deployment	●	●	●	●	●
Service Desk	5x12, 7x24 Incident Management	●	●	●	●	●
	Service Request Management	●	●	●	●	●
	Problem Management	●	●	●	●	●
On-Site & Remote Services	IMAC & Break-Fix	●	●	●	●	●
	Software Support	●	●	●	●	●
	Smart Hands	●	●	●	●	●
	Depot Services (repair & refresh)	●	●	●	●	●
	Sensitive Information Removal	●	●	●	●	●
	Disposal	●	●	●	●	●
Centralized Operations	Patch Management	●	●	●	ask	●
	End-Point Protection Management	●	●	●	ask	●
	Software Inventory & Usage Management	●	●	●	ask	●
	Hardware Asset Management	●	●	●	ask	●
	Software Release & Distribution	●	●	●	ask	●
	Application Packaging	●	●	●	ask	●
	OS Management System Support	●	●	●	ask	●
	Ad Hoc Reporting	●	●	●	ask	●
	Print Management	n/a	n/a	●	n/a	n/a
	Data & Voice Management	n/a	n/a	●	n/a	n/a
	Carrier Change Requests	n/a	n/a	●	n/a	n/a
	Monthly Subscriber Plan Optimization	n/a	n/a	●	n/a	n/a
	Subscriber Policy Management	n/a	n/a	●	n/a	n/a
Telecommunications Plan Assessment	n/a	n/a	●	n/a	n/a	
Client Engineering	Platform Design & Implementation	●	●	●	ask	●
	Image Design & Implementation	●	●	●	ask	●
	Application Development	●	n/a	ask	n/a	n/a

Why CompuCom

You need robust support and personalized options for the mobile devices in your enterprise; services that stack and flex to address security, applications, performance, and telecommunications demands. As the platform-independent leader in end-user computing, our mobile services have resolved and managed more than 6 million incidents and requests over five years. Don't just look for a trusted advisor, demand the trusted doer in mobile services — CompuCom.

Learn more about CompuCom and our comprehensive services. Visit us online at CompuCom.com or call us at +1 800.225.1475 today.

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