

FULLY MANAGED SERVICE



COMPLETE SUPPORT FOR YOUR MOBILE ENTERPRISE



At Spirit, we realise that our customers are looking for **choice, flexibility and value**. That's why we have developed our special **Fully Managed Service**.

This is unique because it offers:

- An end-to-end support package, **tailored to meet your specific needs**
- A highly personalised service offering, designed to give you **peace of mind**
- Access to our **highly trained mobility experts**, along with quarterly service reviews

In addition, you can benefit from our **asset management capabilities**; strict SLAs; full visibility of all issues; feature-rich automated reporting capabilities; and complete management of third parties and manufacturers.



Support – how you need it, when you need it

We offer three types of support packages for our customers, so you can choose the level that most closely matches your needs:

PLATINUM – Full Managed Service Support Contract. Spirit manage buffer stock, configure devices for a next day replacement and manage the courier and manufacturer, from initial diagnosis through to closure.

GOLD – Partial Managed Service Support Contract. The customer reports the issue to Spirit, who will then log the fault with the manufacturer and provide the customer with a completed RMA form including the manufacturer reference number, so the device can be shipped. Spirit then configures the repaired device, before shipping it back to the customer.

SILVER – Standard Service Support Contract. The customer logs a faulty device with Spirit. Spirit will liaise with the manufacturer and complete the manufacturer's RMA paperwork, so that the customer can ship the device.



Service – professional and personal

The Fully Managed Service Team is a group of trained experts who will provide end-to-end support for your solutions. They include:

Customer Support Representatives – who will help to resolve any issues

Technical Hardware Engineers – who are qualified to support all of our solutions

QA / Testing / Support and Development teams – who ensure that our solutions meet *your* needs



Solutions – bundles of choice for everyone

We have developed a range of Managed Service Bundles, which include hardware and (where applicable) software; the support contract; the manufacturer's bronze warranty; and a host of other services. The choice is yours!



	Silver	Gold	Platinum
1. Single point of Contact		✓	✓
2. Answer phone calls and emails from customer nominated contacts	✓	✓	✓
3. Web based customer portal requests and tracking	✓	✓	✓
4. Management of issues from logging through to resolution		✓	✓
5. Hosted Server Management	H	H	H
6. Server maintenance and health checks	H	H	H
7. Remote Management software upgrades and updates*	*	*	*
8. Server housekeeping	H	H	H
9. Server database backups for an agreed retention period	H	H	H
10. Automated Monthly Reporting	✓	✓	✓
11. Reporting of all support issues		✓	✓
12. Weekly support calls		✓	✓
13. Quarterly/Bi-Annual support reviews		✓	✓
14. Quarterly Server Preventative Maintenance reviews	H	H	H
15. Disaster Recovery and Business Continuity Planning advice		✓	✓
16. Documentation			✓
17. Best Practice Guides			✓
18. RMA and Break Fix Management and Escalation	✓	✓	✓
19. Manufacturer and Third party management		✓	✓
20. System & Software feature change requests *	*	*	*
21. Manage Manufacturer and Third Party SLAs		✓	✓
22. SLA Management			✓
23. Remote Troubleshooting of issues via Mobi Control or other		*	*
24. End user support – answer phone calls and emails from end users		*	*
25. Triage of device and reported issue		✓	✓

	Silver	Gold	Platinum
26. Training advice	*	*	✓
27. Raise issues with third parties and manufacturers		✓	✓
28. Remote configuration of devices		*	*
29. Reinstall software			✓
30. Create configuration builds and packages		*	*
31. Create build documents		*	*
32. Remote software deployment		*	*
33. Asset Management Options		✓	✓
34. Buffer stock management			✓
35. Site Visits*	*	*	*
36. Onsite consultancy*	*	*	*
37. Onsite Training*	*	*	*
38. Next day delivery of a fully configured replacement device*		*	*
39. Courier management of Faulty Device		*	*
40. Equipment end of life management and planning		✓	✓
41. Incident management		✓	✓
42. Change control management and advice		✓	✓
43. Access to technical support engineers and experienced mobile specialists		✓	✓
44. Root cause analysis			✓
45. Version control / release management		✓	✓
46. Trend analysis		✓	✓
47. Data Housekeeping		✓	
48. Performance Reporting		✓	✓
49. Deployment and Project Management		✓	✓
50. In and Out of Hours Software Deployment and Project Management		*	*
51. Contract Renewal Information	✓	✓	✓
52. Provisioning			✓
53. Service Provisioning			✓

* = Can be added at any time as a chargeable option
H = Hosted environments only



Solutions

Bundle Examples	A Hardware & Software	B Hardware Only	C Hardware Only
Device	✓	✓	✓
Spirit Platinum Support Contract	✓		
Spirit Gold Support Contract		✓	
Spirit Silver Support Contract			✓
Manufacturer's silver warranty, managed by Spirit	✓	✓	✓
36-month contract	✓	✓	✓
Device provisioning	✓	✓	
5% buffer stock held at Spirit, with next day delivery of pre-configured devices	✓		
Buffer stock held at Spirit, with configuration and next day delivery		✓	
MobiControl licensing	✓	✓	
Project management for the full solution, from project analysis & design through to implementation & delivery	✓	✓	
Two days' consultancy for on-site support at any time (with seven days' notice)	✓		
Mobile Connect EPOD/Field Service HHT and dashboard development, using standard functionality, with 10 days' development for customisation	✓		
Change control management and advice	✓		
RMA raised with the manufacturer			✓
Implementation and delivery			✓
Additional cost extras:			
Application integration into customer back-end system/s	✓		
Training	✓	✓	
Hosted server	✓	✓	
On-site consultancy		✓	



For more details, please email your Spirit Account Manager or contact us now on 01928 718800.

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the professional choice for busy organisations