

- Do you want to have quick and easy access to support and advice for any issues relating to your mobile enterprise solution?
- Do you need expert help from professional engineers and specialists who can rapidly identify and resolve the vast majority of problems?
- Do you want any unresolved issues to be automatically escalated to specific product, service and technical specialists?

Spirit's managed helpdesk service offers highly flexible support that includes the fast tracking and escalation of issues wherever necessary.

spirit

A professional, flexible and comprehensive support solution

At Spirit, we realise that the more time that you spend 'putting out fires', training and re-training your mobile users, the less time you will have to focus on growing your core business. That's why we offer helpdesk and onsite training services through our highly professional in-house **Technical Support Centre**.

Our **helpdesk service** is set up to accurately diagnose and resolve issues, with a high first-call resolution percentage. Using sophisticated remote screen-controlled capabilities, we provide mobile solution analysis and problem determination; mobile device management; spare pool management; electronic Return Material Authorisation (RMA) processing; and advanced technical assistance from certified, in-house mobile experts.

Our approach involves driving measurable RoI for our customers:

- Fewer No Trouble Found (NTF) quantities
- A more streamlined RMA process
- Improved visibility and control
- Reduced user downtime
- Lower overheads





Wide-ranging support

Our helpdesk provides a high level of support in all areas of enterprise mobility. Our helpdesk engineers are regularly trained and certified in the latest mobility solution components. These include:

- Mobile VPN
- Device and data security
- Device management
- Rugged mobile hardware
- Scanners and printers
- Communication (WWAN, WLAN and PAN)
- Customer mobility software

Spirit offers a flexible approach to supporting your mobile solutions. This includes service level agreements with scalable coverage for peak times and multiple levels of support to ensure a seamless service that meets all of your requirements.

There are three main levels of service:

Level 1

This typically includes: the verification of physical layer issues; the resolution of username and password problems; uninstalling/re-installing basic software applications; the verification of proper hardware and software set-up; and assistance with navigating application menus.

Level 2

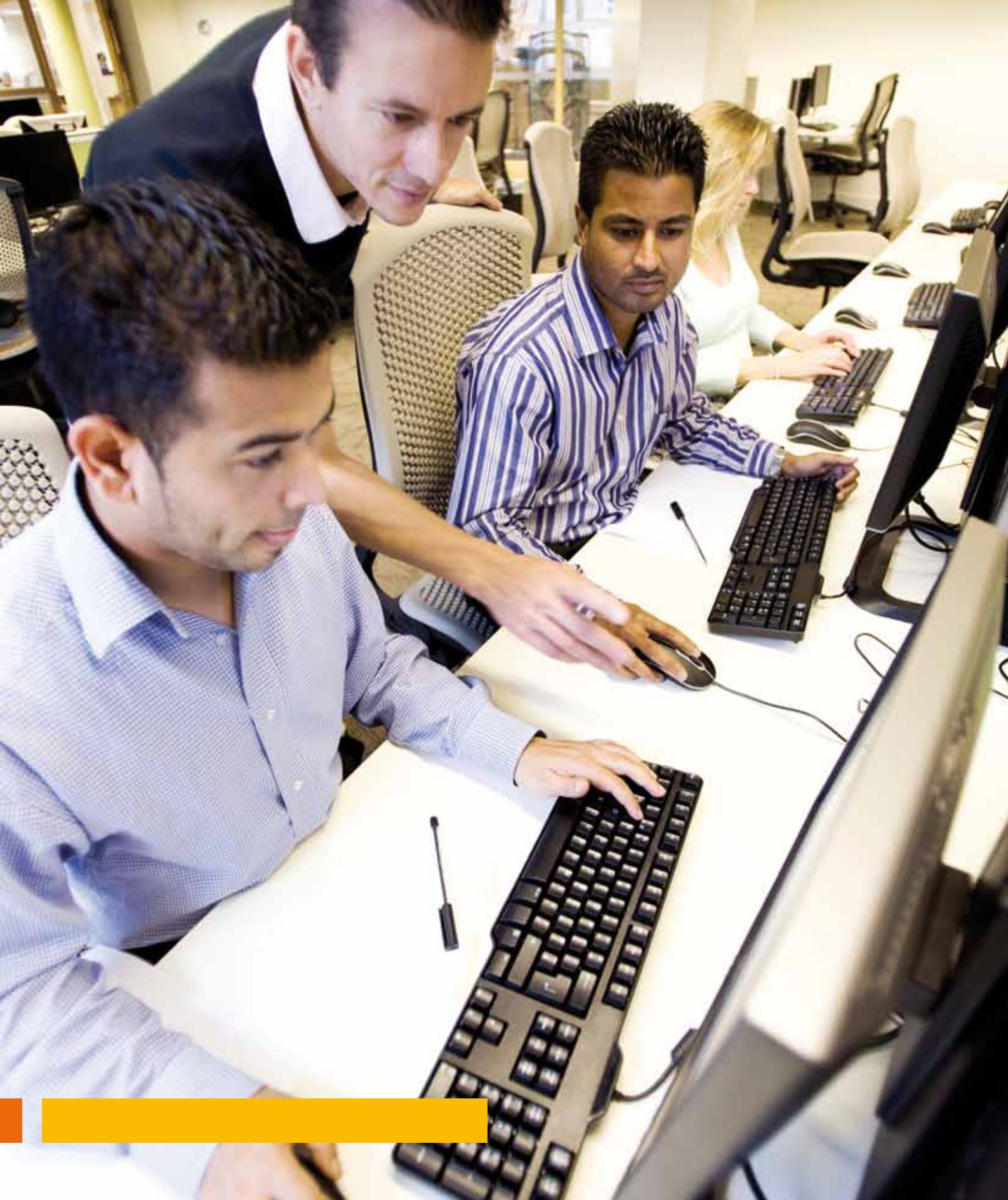
This typically includes: onsite installations or the replacement of hardware components; software repair; diagnostic testing; and the use of remote control troubleshooting tools.

Level 3

This typically includes: advanced troubleshooting and liaison with product vendor support teams.

Spirit's helpdesk service is able to operate directly with your mobile users, who would typically use our Level 1 service. Alternatively, the Level 2 support service can be used to bolster resources and/or to support your own IT/Operational team.





Making it happen

Spirit's helpdesk service has been specifically designed to be simple and easy to use. We don't have long waiting times on hold; your calls are answered by people (not machines); and you will be connected directly to our support engineers, who will start helping you straight away.

Simply raise a ticket via email, phone or through our website (www.spiritdatacapture.co.uk). We will then provide you with a helpdesk number and assign your query to the appropriate person who will start investigating your request..

If your support request can't be resolved by our first line helpdesk engineers, your request will be escalated. Meanwhile, the helpdesk will maintain the ticket and provide you with regular updates until the issue is resolved.

Here is an example of our Service Level Agreement criteria:

Priority	Description	Target response	Progress
Cosmetic	System issue: no operational impact	4 business hours	Daily
Low	User impacted but workaround available	4 business hours	Daily
Medium	Single user can't work on system	4 business hours	Daily
Urgent	Single user can't log on	1 business hour	Every 4 Hours
Critical	Multiple device users can't log on	1 business hour	As needed



System is busy.

For the Close Program
I see if it appears, o

Managed Support Services

Spirit has over 20 years' experience of delivering enterprise mobility solutions across various industries throughout UK and Ireland. We have thousands of users using our solutions and services every day.

This extensive experience has allowed us to design our Managed Support Services, which we have developed over the years, driven by our customers' requirements. This has enabled us to provide a range of services that are designed to meet the unique requirements of mobile working. Our full range of Managed Support Services are outlined below. They are all designed to improve your solution's productivity, save you time and money, but most of all, offer you peace of mind that your solution will always continue to operate effectively.



To find out how our managed helpdesk service could help you to gain the optimum return on your investment from your mobile devices, please contact us now on 0845 337 3243.

email: helen.jones@spiritdatacapture.co.uk

www.spiritdatacapture.co.uk

spirit

