



# Saturn Wireless' Professional Services Group (PSG)

Deploying a mobile solution takes planning, experience and resources. These elements demand a concrete plan for delivery of equipment, loading of software, personnel training and field installations. With the aim to protect and maximize customer investment in a mobile solution, our team strives to deliver unmatched customer service. Our expansive PSG services include:

## Project Management

Our certified Project Managers work closely with the customer to create a project plan, develop metrics to analyze success in line with company policies/ procedures. Our PM services include:

- Project planning
- Design customized ordering portals
- Orders processing
- Address book/ contacts transfer between devices
- Pre-load applications
- Custom configuration
- Staging, kitting, provisioning, testing, activating and deploying
- Asset management
- Online help center, user manuals
- Reporting

## Asset Management

We help eliminate costly and time-consuming manual checks by providing customers with a reporting of all item details (make, model, serial number, etc.). We provide:

- Asset Tagging
- Asset Capture and Reporting
- Manage Private Inventory
- Manage Emergency Inventory
- Warehouse facility

## Deployment and Implementation Support

Deploying and managing mobile devices in an enterprise causes significant challenges for IT professionals, who need to bring order to what sometimes feels like chaos. To ensure successful, seamless and coordinated deployments, we provide remote or onsite support nationally. Our deployment services include:

- Deployment support nationally
- Manage devices roll-outs
- Reporting
  - Tracking information
  - Inventory management
- Training IT and End users
  - Devices and applications
  - On-site and web-based

## Multi-Platform Support

*Apple, Android, BlackBerry, Windows Mobile and WebOS*

Our certified engineers manage any level of complexity involved with deploying a multi platform solution. Our services are designed to provide a consistent user experience and to mitigate deployment risk by employing best practices and methodologies tailored to each mobile platform, regardless of your environment's complexity. Our services include:

- Device procurement & management
- Activating & Provisioning on wireless carrier
- Device configuration and customizing
- Imaging & staging devices (with applications)
- Provide mobile device management solutions
- Onsite or remote support deployment nationally
- Installations, configuration & maintenance
- Migration/Upgrade Planning & Deployment

## Tablets/ Netbooks/ Laptops Support

We provide full support for tablets/ netbooks and laptops. Our services include:

- Hardware Configuration Services - Hard drive and memory upgrades
- Software Configuration Services - OS conversions and Software load
- Imaging - Customer provided image, Custom imaging, Ghost imaging
- Asset Management - Asset tagging (customer provided or custom designed), Asset data capture, Customized reporting

## Rugged Device Support

We provide end-to-end solutions for rugged devices, including hardware, activating SIM cards, configuration & technical support. Some of the key services include:

- Carrier Configuration and Provisioning
- Staging, kitting, testing
- Deployment support nationally
- Firmware loads, testing, loading applications
- Provide mobile device management applications

## Wireless WAN (WWAN) Support

We provide complete WWAN solutions, including WWAN modems, activating the SIM cards, configuration & technical support. Some of our key services for WWAN solutions includes:

- Carrier Configuration & Provisioning
- Asset Report
- IP Labeling (if applicable)
- Firmware & Post Updates completed pre-deployment
- Staging, kitting, testing

We provision the device with the appropriate settings to ensure it works prior to deployment.

## Support and Training Services

We provide customers with a single resource to address issues arising from new or existing product/ applications. We offer training for wireless devices such as BlackBerry, iPhone, Windows Mobile, Android, and webOS, applications and BlackBerry Enterprise Servers (BES). These trainings can be provided on-site or remotely via webinars. We work closely with the customer to understand their objectives and create the training programs best suited for their needs. We can also provide customized training reference guides that organizations can distribute to their end users.

Our offering includes:

- Support full range of mobility devices & applications
- Help Desk and End User Support
- 24X7 availability (optional)
- Provide customized training reference guides