

# supporting services

Our mobile support team provides the future-proof support services that you depend on to have a successful mobile project. We provide 24/7 support for your devices, applications and mobile users. This includes web-based or call center support services, field replacement service & warranty / repair services. We become an extension of your team, fully trained on your applications and business, ready to deliver the support needed to make your team efficient and successful. Our extensive OEM relationships the advantage you need to support your entire mobile eco-system regardless of platform.



## CUSTOMER SUPPORT

Our mobile experts provide device, software and user support. Our U.S. facility provides multi-tier support, ranging from 24/7 phone support and web based support services. All our support services are backed by a contract and supported by an industry standard SLA.



## END USER DOCUMENTATION & EDUCATION

Different people have different needs when it comes to learning. Our highly trained staff will help your users become effective. Our learning services are available in on-site training, learning documents and web-based e-learning. The key to success often lies in recognizing that users can't benefit from what they aren't exposed to. We give them the tools they need to be successful. From project marketing to post-deployment follow up, we are there for you.



## FIELD REPLACEMENT SERVICE

We have leveraged our OEM relationships to build a FRU process that is user-centric. We offer a seeded pool of replacement devices that can instantly replace in field failures. At any moment your users can request a spare device so they can stay effective. The replacement device is shipped directly to them, provisioned and ready to use, and they return the old device via pre-paid shipping label. We then receive, triage, data clear, repair and restock your pool of FRU stock. Efficient, productive, dynamic.



## DECOMMISSIONING STRATEGY

As our customers look to refresh or upgrade their mobile devices, it's critical that we ensure no personal data is exposed and they have a way of recouping the value of EOL devices via a buy-back program. Conversa provides a comprehensive and auditable process to ensure that devices and data are safely decommissioned. This includes permanently deleting all confidential data, disposing of the device, repurchasing the devices or assisting them in the re-allocation of those devices, and auditable reporting on all device by asset tag or serial number.



[www.conversasolutions.com](http://www.conversasolutions.com)  
2275 N. Opdyke Rd., STE A  
Auburn Hills, MI 48326  
[sales@conversasolutions.com](mailto:sales@conversasolutions.com)