

Mobility Management - Key Features and Services

Advantix' Mobility Management solutions give your business reliable, affordable and scalable support directly from the Telecom Lifecycle Management experts. The following is a complete list of key features and services available across our four Mobility Management Solution Editions.

Key Features

General

» Implementation Team

Multi-departmental team of experts to identify existing business processes and implement them into a best practice oriented managed mobility solution.

» Develop Mobile Policy

Our expert consultants will work with your organization to review, recommend and prepare a mobility policy that addresses key responsibilities such as expense, utilization, security, backups, apps, data, international usage and more.

» HR Feed Integration

Typically exchanged on a nightly/weekly basis via Secure FTP. Integrating your key HR data into our system allows powerful approval processes based off of your enterprise data as well as customized reporting that leverages information tracked against employees, departments, cost centers and more.

» Live & Online Training

Online training sessions are held on a scheduled basis and can be enrolled in by contacting your Account Manager. Live training can be held onsite or at our office with customized curriculum for your users.

» Monthly & Quarterly Reviews

Scheduled monthly and quarterly reviews with your account management team that will utilize dashboards and other governance tools to review achievements, improve processes, discuss strategic initiatives and the performance of the overall solution.

Administrative Support

» Asset Identification Research

Research to identify and associate managed devices against employees or other tracking criteria. Ideally, this combines with your HR Feed Integration to support powerful reporting and approval capabilities. Our process includes web based, phone based and SMS based research and device identification.

» Fully Customized Web Portal

Web based portal designed to allow multiple types of users to submit requests, track case status, access and build reports; customized to integrate with the look and feel of your corporate branding.

» Inventory Management

Managed solution to address and track deployed assets such as mobile phones, smartphones, tablets, air cards and more while also allowing for spare and on-demand replacement options for critical personnel.

» IRU to CRU Migration

Project support to facilitate conversion of users from Individual Financial Responsibility to Corporate Financial Responsibility.

» Moves, Adds & Changes

More than 80 different types of requests can be facilitated, ranging from voicemail reset to the more common activations and upgrades to even sophisticated requests such as changes of financial responsibility, number porting, warranty exchange and more.

» Single Tier & Multi-Tier Workflows

Approval system that can handle single-tier approvals such as those from a manager to more complex workflows. For example, approval for a smartphone which requires not only direct-manager approval but also that of VP and SVP. These workflows can be conditional based on attributes of the request as well as those of the requestor.

» Dedicated Core Account Team

This team administers the management of client accounts and consists of a Relationship Account Manager (RAM) and Service Account Manager (SAM). The RAM oversees the strategic relationship between Advantix and clients, The SAM works directly with the key external and internal stakeholders to ensure all day-to-day account management tasks are properly coordinated and executed.

» Named Additional Points of Contact (limit 30)

Named Additional Points of Contact (AOP) are typically individuals who are exempt from standard approval processes and have authorization to work directly with your Account Manager or our Helpdesk. These individuals have a higher level of access to a variety of tools and functions ranging from our portal to reviews.

» Online Case Management

Online access cases includes the ability to see logged activities, send and receive comments, attach files, report on performance and additional analytics related to service delivery.

» Support by Email, Phone & Web

Enables access to administrative support through multiple channels including email, phone and portal.

Helpdesk

» Advanced Data Device Support

When contacting our helpdesk either via phone, email or portal, your users will have access to immediate support for smartphones, tablets and more. Additional capabilities include integration with your MDM solution of choice to perform critical functions such as provisioning, redeployment, remote wipe to name a few.

» Dedicated Toll-Free Number, Email & Web Portal

Advantix will deploy and integrate our helpdesk solution with your existing IVR system and intranet or in combination with our own toll-free number, email and portal specific to your account.

» Integration with Client Helpdesk Team

Allows hand-off and relay of ticket requests and status between the Advantix case platform and your current service desk. Typically requires access to development resources on the client end as well as systems capable of sharing transactions externally via web services, email or other protocols.

» Live Support with First Call Resolution 24X7

Access to our dedicated helpdesk team, staffed in Richardson TX with true first-call resolution across your entire organization. Our agents are classified, at a minimum, as Tier-2 or Tier-3 agents with superior customer service, training and systems to facilitate all of your needs.

» VIP Processes

Systematic identification of VIP users who are eligible for escalated or specialized support protocols.



Monthly Analysis

» Contract Compliance

As billing data is loaded into our system we carefully evaluate compliance with your existing contracts ranging from expected discount to customized rate plans & features to equipment purchases and more. Identified issues are addressed on your behalf with your providers from start to finish.

» Identify Behavioral Exceptions

Utilizing advanced reporting, your account management team will review billing and usage information to identify patterns that are incurring cost which can be addressed through plan modification, notification or policy.

» Identify Unknown/Unassigned Devices

Ongoing review of all managed devices to ensure they are properly identified and associated with key tracking criteria such as assigned user, cost center, department, manager and more.

» Identify Zero Use Devices

Ongoing review of all managed devices to identify consecutive billing periods of zero voice, data or feature use. Subsequent actions such as suspension, termination or reassignment of devices can be integrated into the review.

» Resolve Billing Discrepancies

As billing errors or other discrepancies are identified, your Advantix team will be responsible for correction with your providers from start to finish.

» Validate Features and Rate Plans

Monthly review of all active plans and features to ensure correct application of request submitted to your carrier during the course of administrative support.

Optimization

» Ongoing Rate Plan & Feature Optimization

Monthly review of all active lines of service to identify optimal voice, data and feature plan selections based upon historic and current utilization.

» Implement Approved Recommendations

Implementation of all approved recommendations prepared by your Advantix team as identified during Ongoing Rate Plan & Feature Optimization efforts.

Reporting

» Advantix & Client Managed Device Profiles

Device profiles contain information including but not limited to; carrier, user name, group values (manager, cost center, department etc.), alias, equipment type, contract term, rate plan, features. As a managed service provider, it is our primary responsibility to keep this information up-to-date and correct while also allowing for self-service modification by our clients via portal or structured data exchange.

» Consolidated Billing

Consolidated billing provides for a single invoice presentation to our client with all carrier and Advantix charges allocated in a structured basis. Advantix pays all monthly carrier invoices directly to minimize accounting complexity while eliminating late fees and complex bill allocation requirements.

» Cost Allocation for Pooled Devices

Cost allocation for pooled devices is an accounting and reporting method that distributes the cost of pooled devices across users based upon their utilization while also ensuring these same devices are fully responsible for their individual (non-shared) charges. This capability is implemented in both online, push and dynamic reports.

» Electronic & Manual Data Load

Allows for both electronic load of carrier data across multiple sources in addition to manual data entry for accounts without alternative access methods.

» Online Dynamic Reports

Online business intelligence dashboards deliver analytics for spend, utilization and even case activity in a visually powerful and interactive method while dynamic reporting allows for ad-hoc style querying and navigation of your entire telecommunications infrastructure.

» Online Generated Reports

Online generated reports delivered on a monthly basis via web portal to named users in multiple formats including but not limited to PDF, XLS, CSV and XML. These reports are highly structured and can support a range of requirements and audiences ranging from accounting to management to governance and beyond.

» Payroll Deduction

Generated reports to support recovery of telecommunications spend through a policy driven payroll deduction program

» Push Generated Reports

Similar to online generated reports, but delivered via email or other push mechanism as opposed to portal

» Unlimited Group Values, Advantix & Client Managed

Advantix does not limit the amount of tracking criteria across your devices to a set number of fields allowing unparalleled reporting, analytic and governance capabilities.

To learn more about the features and services provided in each of the four Mobility Management Product Editions contact your Dedicated Core Account Team.