



## ScanOnline's Managed Services The IT Arm for Workforce Technology

Your business depends on reliable mobile technology & a powerful wireless network with low maintenance.

How do you get there? Can you afford to loan your internal resources or the lost revenues when "something goes down"?

ScanOnline's Managed Services Group is a team of professional wireless network & enterprise mobility experts dedicated to creating robust mobile platforms and WLAN network systems, with additional expertise in proactive monitoring & maintenance of workforce technology.

Our Managed Services team promises sustained optimal performance of your technology, plus security against downtime & malicious attacks.

### LIFECYCLE MOBILE



- > Maintenance & Repair Management (+Spare Pool Services)
- > Mobile Device Management

### STAGE MOBILE



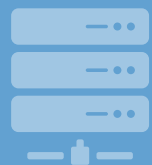
- > Mobile Device Staging and Activations
- > Mobile Device Management Software Installations
- > Project Roll Out Services

### WLAN MANAGED SERVICES



- > Platform Defense
- > Platform Management

### WLAN PROJECT SERVICES



- > WLAN Architecture
- > Site Surveys
- > Installations
- > Configurations
- > Network Integrity Checks



## LIFECYCLE MOBILE

### Mobile Device Management - WaaS MDM/Single Installation

- > Mobile Package Creation/Device
- > Theft Deterrence - Geofencing Functionality/Device
- > Network Configuration/Device
- > Training
- > MDM Configuration /Device
- > BYOD - Bring Your Own Device
- > Tier2 Technical Support

### Repair Management - Manage the OEM Repair Process for All of your OEM Devices

- > First-Level Diagnostics with No-Trouble - Found Analysis & Reporting
- > Management of Manufacturer Authorized "Break Fix" Services on Hardware
- > Guaranteed In Depot 3-day Repair on Most Devices
- > 24/7 Visibility into Repair Process, Root Causes & Repair History

### Spare Pool Services

- > Pre-Configured Spare Devices from your Spare Pool Inventory Stored in ScanOnline's Warehouse
- > Same-Day Shipping



## WLAN MANAGED SERVICES

### WLAN Management - Complete Proactive & Reactive Services for Wireless Network Optimization

- > Incident Management, Problem Management, Change Management, Service Management, Maintenance

### WLAN Security - Thorough, Real-Time Monitoring of Network Access Point Users & Devices

- > Rogue Device Management, Intrusion Protection, PCI Compliance Assurance

The Managed Services Group at ScanOnline is committed to the maintenance and optimization of your workforce's mobile devices, WLAN network and hardware. Your IT staff has a focus on mission critical task that improve your business.



## STAGE MOBILE

### Mobile Device Staging

- > Loading & Licensing your Applications/Software
- > Configuring Devices for your Wireless Network
- > Barcode Symbology Configuration
- > Configuring Device Security Protocols
- > Performing Wireless Carrier Activations
- > Asset tagging and configuration logging

### Mobile Device Management Solutions

- > Loading & Licensing MDM Software
- > Configuring Devices for your Wireless Network
- > Configuring Device Security Protocols
- > Administrator Training

### Project Roll Out Services

Detailed Schedule of the Sites to be Converted, the Order of Conversion & the Timing of the Conversion, all at your Request



## WLAN PROJECT SERVICES

### Network Builds that Rely on Expertize, State of the Art Technology & Best Practices for WLAN Design

- > **WLAN Network Architecture** - Design that Ensures Maximum Coverage within your Site Design
- > **Installation** - Experienced WLAN Teams that Construct your System the Right Way, from the Start
- > **Site Surveys** - Thorough Analysis Within State-of-the-Art Technology & Heat Maps
- > **Configuration** - Complete, Thoughtful Optimization of your WLAN Settings, Including Add-Ons
- > **Network Integrity Check** - Intense Scrutiny of our Designs Ensures Network Stability & Performance

Let ScanOnline shoulder the weight of your technology needs so that you can always rely on it - and your team, to perform at peak levels.

\*Tier 2 Technical Support  
We Offer 24/7 AND 8/5 Options for Intensive Support Needs

**Let's Chat. Talk to a Managed Services Expert Today!**

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