



COMVIEW

Mobile User Support Services

Growing mobile workforce – growing challenge

Mobility has taken on an important and growing role in the enterprise landscape. Yet with an increasingly mobile workforce comes the challenge of how to effectively support users when they have issues and questions around their devices or services. Does that sound familiar?

Multiple ways to support mobile users

You need to keep your mobile users productive and satisfied, but does your IT department have the necessary resources and/or expertise to effectively handle evolving day-to-day support requests?

In addition to Comview's mobility management and procurement solutions, we offer multiple ways to support your mobile users throughout the communications lifecycle, reducing costs and strain on your IT team.

Why Comview Mobile Support?

- Simplify mobile support
- Provide self-service and/or live help
- Increase mobile user productivity & uptime
- Gain subject matter expertise
- Reduce internal support requirements
- Refocus IT staff on higher value activities
- Lower mobile support costs



Service Request

A customizable Service Request Portal gives employees and managers self-service access to view/change information about plans and services, submit order and billing questions, download documentation, review FAQ's and more. Optionally allow employees to order phones and accessories from an approved catalog when used in conjunction with Comview's mobile procurement module.



Help Desk

Why tie up internal resources when you can provide your mobile users with expert live support to resolve their wireless issues so they can remain productive and satisfied? Choose from 12x5 or 24x7 coverage.



Mobile Device Management support

Comview's platform integrates with most Mobile Device Management (MDM) providers to provide greater insight and security, and we can optionally help you manage your MDM administration as well.



Additional support services

As part of our mobile communications lifecycle management services, we can help your organization with kitting and recycling of devices.

