

Mobility Management

Key Features and Services

Overall Mission and Purpose:

Redstone Management Group's Mobility Management solutions gives your business reliable, affordable, and features support directly from the Mobility Lifecycle Management experts. The following is a complete list of key features and services available across our Mobility Management Products.

Key Features:

General

- **Implementation Team**
Our team of experts to identify existing business processes and implement them into a best practice oriented managed mobility solution.
- **Develop Mobile Policy**
Our business development team will work with your organization to review, recommend, and prepare a mobility policy that addresses key responsibilities such as expense, utilization, security, back-ups, apps, data, international usage, and more.
- **Live & Online Training**
Online training sessions are held on a scheduled basis and can be enrolled in by contacting your business.
- **Monthly & Quarterly Reviews**
Scheduled reviews with your business development team will utilize iview reviews, improve process, discuss strategic initiatives and performance of the overall solution.

Administrative Support

- **Asset Identification**
Research to identify and associate managed devices against employees or other tracking criteria. Our process includes web based, phone based, and SMS based research and device identification.
- **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, & Change**
More than 80 different types of requests can be facilitated, ranging from requests as simple as a 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.
- **Named Account Manager**
Dedicated account manager with Redstone will be responsible for ensuring outstanding delivery of all managed services on a daily basis.
- **Named Additional Points of Contact (limit 10)**
Named Additional Points of Contact (AOP) are typically individuals who are exempted from standard approval processes and have authorized to work directly with your Account Manager or our Helpdesk.
- **Support by Email, Phone & Web**
Enables access to administrative support through multiple channels including email and phone.

Helpdesk

- **Advanced Data Device Support**
When contacting our Helpdesk either via phone or email, your users will have access to immediate support for smartphones, tablets, and more. Additional capabilities include integration with your MDM solution to perform critical functions such as provisioning, redeployment, remote wipe to name a few.
- **Live Support with First Call Resolution 24/7**
Access to our dedicated Helpdesk team with the true first-call resolution across your entire organization. Our support team is classified at 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.

Monthly Analysis

- **Identify Exceptions**
Utilizing advanced reporting, your account management team will review billing and usage information to identify patterns that are incurring costs which can be addressed through plan modification, notification, or mobile 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, manger, 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 reassignments of devices can be integrated into the review.
- **Resolve Billing Discrepancies**
As billing errors or other discrepancies are identified, your Redstone team will be responsible for correction with your providers from start to finish.

iView Optimization

- **Ongoing Rate Plan & Feature Optimization**
Monthly review of all active lines of service to identify optimal voice, data and feature plan selections based on historic and current utilization.
- **Implement Approved Recommendations**
Implementations of all approved recommendations prepared by your Redstone team are identified during our iView review.

Reporting

- **RMG & 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 item, rate plan, features. As a managed service provider, it is our primary responsibility to keep this information up-to-date and correct as provided by the client.
- **Consolidated Billing**
Consolidated billing provides for a single invoice to our client with all carrier and Redstone charges allocated in a structures basis. Redstone pays all monthly carrier invoices directly to minimize accounting complexity while eliminating the late fees and complex bill allocation requirements.
- **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.
- **Payroll Deductions**
Generated reports to support recovery of mobility 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 as opposed to portal.