

# Managed Mobility Services™

Going Mobile requires diligence and coordination across many areas of an enterprise. Once the decision has been made to deploy a Mobile Solution, careful planning, coordination, and consideration for hardware, application procurement, staging, implementation, service, and support must be executed.

*In fact, industry experts calculate the true cost of a mobility deployment to be far greater in post-implementation services than the initial investment in hardware and applications.* The ability to quickly train, stabilize, maintain, and manage a Mobility Solution leads to immediate field effectiveness and lower operational costs across the life-cycle.

Organizations look to Reflexis for expertise in planning, deploying, and supporting mobile applications. Through a cost effective Managed Service Provider (MSP) business model, organizations receive seamless delivery and administration of mission critical mobility services. The net result: your organization focuses on the core business initiatives to drive a successful mobile solution deployment.

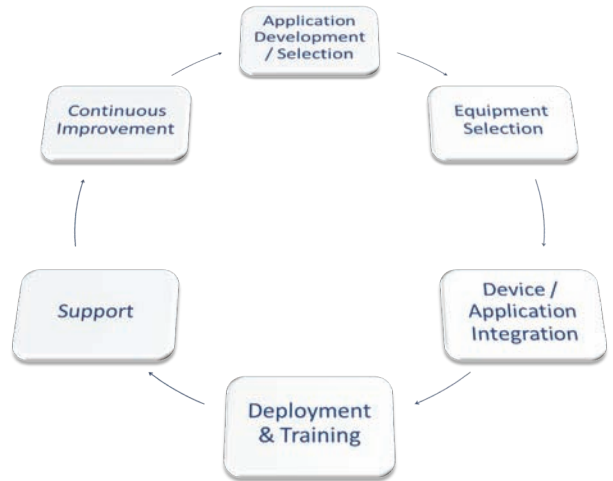
Reflexis' Managed Mobility Services can provide one or all of the following:

- Website, application, and database hosting
- Application Maintenance
- Hardware procurement, configuration, and staging
- Hardware and application training
- End-user customer support (hardware and application)
- Hardware depot management

Depending on the level of internal expertise and focus, you can turn over as much — or as little — of the management of your mobility services to Reflexis as you desire.

Reflexis' Managed Mobility Services offerings make it possible for customers to deploy mobility solutions quickly and easily. Use the hardware and software platforms you select while taking advantage of our advanced resources:

- 24/7 facilities monitoring
- Redundant power
- Advanced security systems and defensive barriers
- Real-time network monitoring and management
- SAS 70 Certified



## Managed Hosting

Investing in hardware and resources can be costly. Reflexis assists clients by providing highly reliable, always secure, applications backed by the industry's best technical and system experts. Our Managed Hosting Services make it easy to use the hardware and software platforms of your choice while taking advantage of Reflexis' skilled resources. Reflexis also provides hosting capabilities for:

**Website** – Housing, serving, and file maintenance services for your website.

**Application** – Save money by letting Reflexis host your enterprise application. Your key mobility software systems will be kept up to date, available, and managed for performance by our technical experts.

**Database** – Cut your IT costs by hosting your enterprise data with Reflexis.

Reflexis is proud to deliver rapid ROI as well as sustained growth and profitability to its customers.

Here are a few who have chosen Reflexis:



## Hardware Lifecycle Management

As a Managed Service Provider, Reflexis provides our customers with comprehensive, end-to-end management of the hardware they need on the front lines of business.

**Procurement** – Working closely with technology partners such as Intermec and Motorola, Reflexis constantly works to provide the best choices in mobile technology to meet the demanding needs of our customers.

**Deployment and Installation** – Reflexis works closely with our customers to plan and execute the deployment of mobile hardware and solutions to the field, as well as their installation and integration within the business operations of the customer.

**Kitting and Staging** – As part of our comprehensive services, Reflexis offers complete kitting and staging to ensure that fully functional devices reach the field to provide immediate impact to the business.

**Maintenance and Upgrades** – Reflexis provides 24-hour turnaround on damaged or non-functional devices to reduce employee downtime, and provides regular upgrade options available through our hardware providers.

**Break/Fix Service** – Reflexis provides flexible, cost-effective options for repairing mobile devices after manufacturer warranties expire. Problems from cracked screens to shorts in the power button and other board-level difficulties can be resolved by our expert technical crew.

## Client Services

The single point of contact for the implementation phase, Client Services works closely with the client on initial website setup and ensures that all training requirements are defined and scheduled. Once the hardware is chosen, Client Services facilitates the deployment process to your field organization. Ongoing consultative services are available to support survey/sheet design and data mining through a single point of contact.

## Learning

A comprehensive learning strategy is critical to maintaining a proficient and knowledgeable workforce capable of quickly adjusting to changing market conditions and customer needs. Reflexis provides a mobile (PDA-based) learning option.

## Customer Support

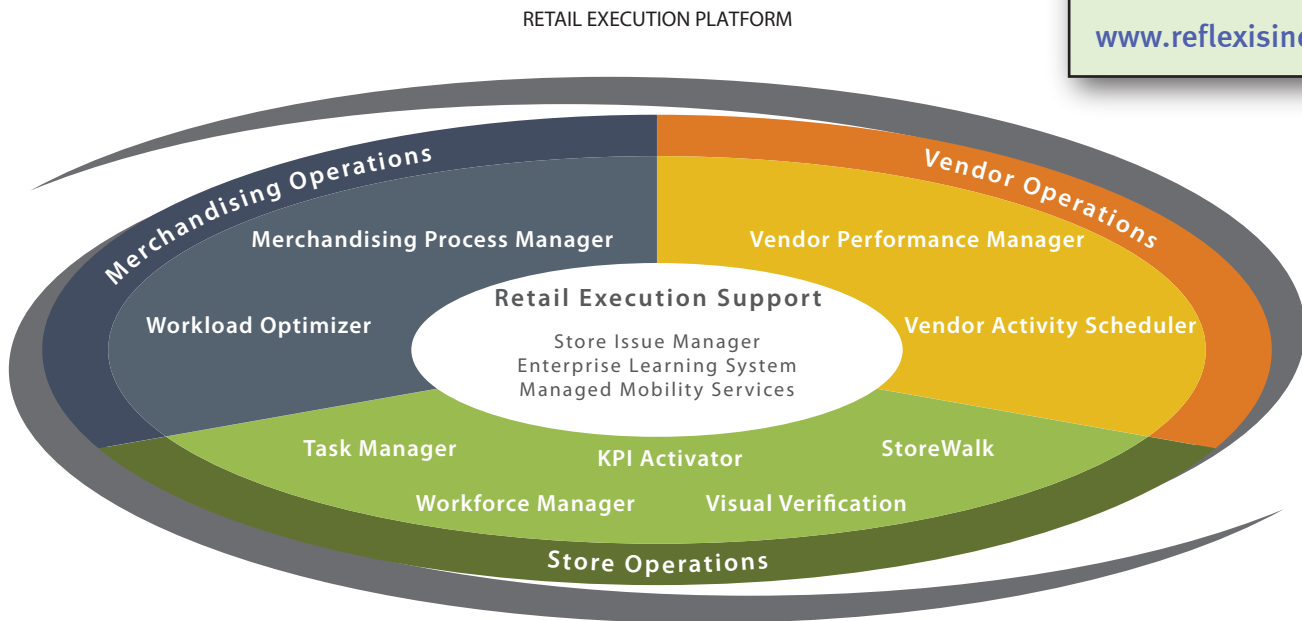
Reflexis provides continued customer support long after solution implementations are complete. We deploy three tiers of support to customers, and our Customer Support Call Center – located in our Kennesaw, Georgia Customer Operations Group office – is open Monday through Friday from 6:00am to midnight EST. Perhaps the best feature of Reflexis' support services is our flexibility. We can adapt to any scenario or requested level of support to give our customers exactly the type of service that best suits their needs and requirements.

## Reflexis Contact Info

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Retail Execution Management

*It's about selling more. Not just doing more.*

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