

Mobility Help Desk

Don't Be Sidelined By Downtime

Mobile technology is critical to the success of organizations, but with all the different device types, operating systems, and apps—plus dispersed end users—it isn't easy to support people anytime and anywhere. They must be because downtime affects every aspect of an organization's minute-to-minute operations—from your employees and customers to your bottom line.

Stratix Mobility Help Desk Keeps Workers on Track

Stratix's best-in-class help desk quickly solves problems. We take the time to fully understand your mobile technology programs and workflows to build knowledge bases tailored to your environment. Then, we provide the exact experience your people need to resolve their issues quickly in the way they want to be helped—including voice, chat, AI chat, and email.

Challenge	Solution
Supporting diverse OEM devices and operating systems	Our 24x7x365 help desk supports all the major device types and operating systems
Supporting the many applications organizations use in workflows	Stratix help desk provides expert support for more than a hundred applications, ensuring users can quickly resolve issues
Near-shore or offshore help desk support can lead to misunderstandings that are frustrating to end users	Our support services are 100% onshore. When nothing is outsourced, your end users are always speaking with a qualified and helpful Stratix mobility expert
High costs and slow resolution times when help desks rely solely on human technicians	Stratix offers AI chat help desk solutions that quickly solve common end-user challenges for faster service and lower costs
Keeping spare pool, device repair, and shipping costs in check when devices are needlessly returned for repairs that could have been handled remotely	We reduce spare pool costs and operational disruption when our help desk team solves problems to cut "no fault found" returns

Stratix Services

Mobility Help Desk

- 24/7/365 service and support through voice, chat, AI chat, and email
- Answer general questions regarding the supported device and operating systems
- Troubleshoot email issues—assist with settings and application issues for Outlook® and Gmail®
- General support and assistance with:
 - Passcode/PIN reset
 - Download/installation of supported applications
 - Connectivity issues
 - iOS® and Android® settings
- Troubleshoot device malfunction and recommend resolutions
- Provide endpoint management (MDM/EMM/UEM) support for 1:1 or shared devices
 - Passcode/PIN reset
 - General enrollment lock/unlock/deactivate
 - Remote control diagnostics and resolution
- Assist with device settings at the operating system level (iOS and Android)
- Troubleshoot application issues
 - Settings changes
 - Setup and configuration
- Uninstall/re-install
- Process device Return Materials Authorization (RMA)

Custom Mobility Help Desk Service and Support Available

- Carrier services
- Third-party resolution assurance
- Hypercare extended services

Support Across Major OEMs & Device Types

- Consumer smartphones, tablets, wearables
- Payment terminals (mobile/fixed/sleds)
- Ruggedized devices
- Printers
- Scanners
- Chromebooks®, e-readers
- Laptops and MacBooks®

Supported Operating Systems

- Apple® iOS
- Android™
- Chrome™
- Windows®
- Over 130 software applications supported—from Telemetrics, airline crew apps, POS and payment, delivery tracking, Concur, telehealth, and many more

Supported Endpoint Management Platforms

- Omnissa WorkSpace ONE®
- Microsoft Intune®
- SOTI One®
- MaaS360®
- VHQ Verifone®
- Samsung Knox®



4+ Decades

average Net Promoter Score – double the industry average



70+

average Net Promoter Score – double the industry average



85+%

market-leading first call resolution



24x7x365

U.S.-based service and support



SLA Driven

service and support for devices and applications

Why Stratix

The Stratix Mobility Help Desk offers a flexible and scalable solution that delivers the business outcomes you desire for your end users. As North America's premier enterprise mobility specialist, Stratix focuses exclusively on mobility services and has over three million devices deployed. Our help desk services are fine-tuned to optimize your organization's operational, technological, and financial performance. Stratix's certified expertise allows us to deliver an unparalleled mobile experience across your entire environment.

