

SOTI®

# Professional Services



## The Key to the Success of Your Mobile Strategy

Leverage our mobility expertise to get the most out of your enterprise mobility investments with SOTI Professional Services.

**YOUR MOBILITY STRATEGY: ENABLED. OPTIMIZED. SECURED.**

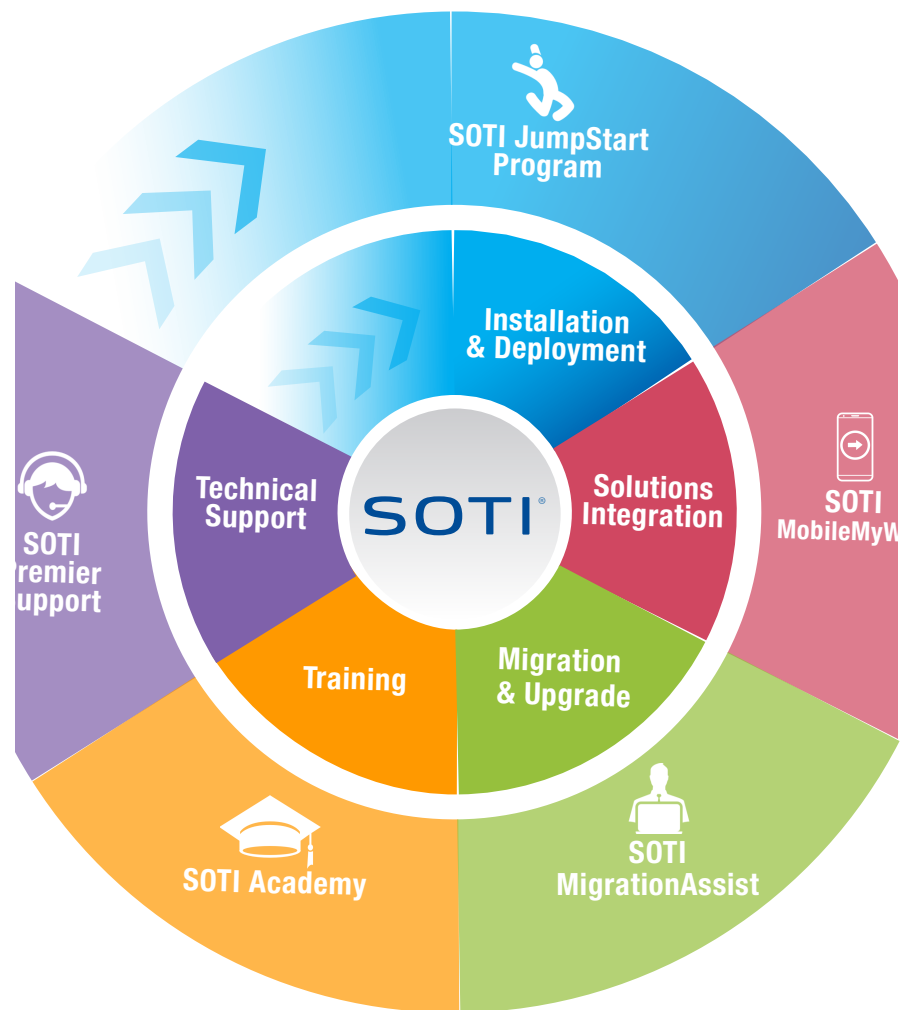
# SOTI Services for Every Step of Your Mobile Journey

## SOTI Professional Services

SOTI is your trusted mobility advisor with a proven track record of successful implementations across a broad range of industry verticals. By choosing SOTI Professional Services you are investing in proven expertise that can guide you through each step of your implementation – from installation and configuration to best practices and training that is customized to suit your needs.

SOTI Professional Services provides you with peace of mind of knowing that you're getting it done right the first time, and maximizing your return on investment.

## A broad range of Professional Services for success at every stage of your deployment



## Benefits of SOTI Professional Services

Take advantage of SOTI Professional Services and reap the benefits:

- Achieve the highest quality of consultation from SOTI mobility experts to optimize your mobile investments and mitigate risk
- Optimize your configuration with SOTI best practices
- Extend your knowledge through flexible and comprehensive training programs
- Stay ahead of the curve as you mobilize your business processes with the extraordinary and innovative solutions on SOTI's aggressive technology roadmap

# SOTI Professional Services Offerings



## SOTI JumpStart GET STARTED

JumpStart your deployment with expertise from our SOTI mobility experts. During your initial set-up, SOTI Mobility Engineers will provide recommendations on configuration, security, firewall settings as well as recommendations on compliance and network architecture to ensure an efficient scalable environment. With SOTI JumpStart service we can have you up and running in 1-2 days.



## SOTI MobileMyWay CUSTOMIZE YOUR IMPLEMENTATION

Mobility management can be complex. We understand that one size does not fit all. Your environment is unique, and so are your mobility challenges. Remove the guess-work and let us do the heavy lifting to supercharge your deployment and align your SOTI MobiControl implementation with your mobility objectives. We will configure SOTI MobiControl based on your distinct requirements and our strong understanding of industry best practices.



## SOTI MigrationAssist BENEFIT FROM THE LATEST ADVANCEMENT IN MOBILITY MANAGEMENT

Keep your mobility management current without the migration headaches. Upgrade to the latest version of SOTI MobiControl to leverage new capabilities and the latest features with minimum disruption to your operation. SOTI Mobility Experts will plan, test and upgrade to the latest version of SOTI MobiControl.



## SOTI Academy GET THE MOST FROM YOUR MOBILITY MANAGEMENT SYSTEM

Stay ahead of the curve with flexible training to ensure that you are effectively leveraging SOTI MobiControl. Learning about best practices for mobility management is vital to the success of your enterprise. SOTI's advanced training and certification system will ensure success of your mission-critical mobility operations.



## SOTI Premier Support SOTI SUPPORT WHEN YOU MOST NEED IT

Positive customer experience throughout your SOTI MobiControl implementation and beyond is important to SOTI. SOTI offers a broad range of post-sale technical support options for access to our world-class Support Engineers to help with your mission critical mobility needs.

	SOTI Standard Support*	SOTI Advantage Support <sup>1</sup>	SOTI Enterprise Support <sup>1</sup>
Support Availability	9 am - 5 pm 5 days / week	9 am - 5 pm 5 days / week	9 am - 5 pm 5 days / week
Access to Knowledge Base	●	●	●
Access to Product Updates / Upgrades	●	●	●
Live Remote Support	●	●	●
Comprehensive Software Maintenance	●	●	●
Skin Catalog Services	●	●	●
Location Services (enabled)	●	●	●
Additional Software Utilities	●	●	●
24 x 7 (Level 1) Support		●	●
Priority (Level 2) Support Queue		●	●
Dedicated Technical Advisor			●
Unlimited Ongoing Consultation from SOTI Solution Architects			●
Quarterly Reporting			●
Named Callers	4	3	2

\*Included with SOTI Maintenance License

<sup>1</sup>Standard support contract must be active before any of the enhanced premier support options can be purchased.



## **SOTI's comprehensive Professional Services is the key to successfully mobilizing your business.**

Think of SOTI first when considering how to drive operational efficiency or improve visibility into your mobility management investments. Our dedicated and knowledgeable Mobility Engineers will pro-actively work with you to implement the best solution for your business-critical mobility needs.

[soti.net/services](http://soti.net/services)

Get Mobilized Today.

Contact a SOTI Mobile Advisor today to maximize your Enterprise Mobility Management deployment.

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SOTI is the world's most trusted leader in enterprise mobility management. Over 15,000 customers worldwide use SOTI's award-winning MobiControl to enhance enterprise mobility and enable Bring Your Own Device (BYOD) initiatives.

# SOTI<sup>®</sup>

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