

Device Management Service

going that extra mile to support you

HIGHLIGHTS

- Access to a high level of hardware diagnostic and logistical support
- Rapid and reliable repair and replacement service
- Remote Profile definition and software/application upgrade
- Helpdesk team, trained and experienced in identifying and resolving non-repair faults and providing straightforward advice to end users
- Self management options
- Top up training available

“Cognito’s managed service support is first rate. They handled the entire rollout and configuration of the mobile devices just as they said they would”

Paul Bonser, Information Systems Project Manager, Scottish Borders Housing Association

Keeping your mobile workforce up and running is critical to the success of any Mobile Workforce Management deployment because better reliability and availability means better customer service and lower costs.

Cognito’s® optional Device Management Service provides both users and managers easy access to a high level of hardware diagnostic and logistical support. From initial device familiarisation, to over-the-air diagnostics, fault identification and repair and replacement, the Device Management Service ensures you get the support you need to keep your mobile workforce online.

INSTALLING AND SUPPORTING HARDWARE AND SOFTWARE

Lifetime hardware logistical support:

If a hardware or software problem arises that cannot be resolved by remote support, then a rapid and reliable repair and replacement service is essential to maintain user productivity.

- Remote, discrete device reporting provides detailed trend analysis of service utilisation and device care, enabling early identification of potential issues before they become problems
- Direct support to your mobile workforce for fault diagnosis/resolution, device replacement and re-provisioning. Next day replacement and exchange is available, along with the maintenance of fully tested, ready-to-deploy spare stock
- Complete repair management, with the Helpdesk acting as an external administration resource to manage, track and expedite the repair process, working closely with the authorised repair centre and the network operator support desks as appropriate
- Replacement devices are despatched fully tested and primed, which applies the correct device personality and refreshes to the current jobs in progress
- Self-management options. If your IT support team has the resources and expertise to manage device swaps and repairs, we will equip them with the tools and training they require



“We have come to view
Cognito as an extension of
our IT department”

Clive Taylor, IT Manager, Avery Weigh-Tronix

- Decommissioning. No worries about compliance with recycling directives such as WEEE, Cognito takes care of hardware retirement as part of the service.

Problem resolution with over-the-air (OTA) management

Cognito's Mobile Workforce Management solutions allow for remote profile definition and software/application upgrade capabilities where bug fixes or functional software changes are required in the field. Flexibility and rapid response from our engineering team, coordinated by our Service Managers and Helpdesk, combine to ensure devices are always set up to meet the exact needs of the your users and business.

Operator error

Faulty performance can often be traced to non-hardware issues that can be resolved via phone based helpdesk support. The Cognito helpdesk team is trained and experienced in identifying and resolving non-repair faults and providing straightforward advice to end users, as well as feedback to management and top-up training as required.

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