



Lifecycle Delivery Services

Maximize Uptime, Minimize Disruption



Business Benefits

- **Maximizes uptime of your mobile workforce, applications and core business processes**
- **Provides peace-of-mind so internal teams can focus on what they do best – supporting the business**
- **Reduced internal staff levels required to handle managing devices in the repair lifecycle, asset management and spare pools**

Support

Navigating today's complex enterprise mobility maze is a daunting task.

At Peak-Ryzex, we understand the importance of ensuring maximum uptime for your enterprise workforce. The ongoing maintenance and management of your mobile assets can seem overwhelming. Determining the right strategy and seamlessly executing that strategy is essential to mobilizing business and optimizing performance. Your sensitive electronic mobile devices are bound to go down from time to time. We have a solution that will fit seamlessly into your current environment and processes to ensure you have a working, fully configured replacement device when and where you need it.

Maximum Uptime

Our Lifecycle Delivery Services programs minimize the disruption caused to your operations when a device needs to be repaired.

By leveraging the right service program, less internal resources are required from your side to manage the repair or replacement process. We have an experienced, dedicated team of professionals ready to manage your buffer stock, track your assets, and configure and stage your spare devices so they are ready to use out of the box when you receive them. In addition, reporting and fault analysis data is available 24x7 through our Online Customer Portal to enable information-driven business decisions.

Key Features & Benefits

With our Lifecycle Delivery Service program to meet your goals you get:

- **Replacement device is ready to use out of the box**
 - Your specific firmware, application and configuration is pre-loaded on each device prior to shipping
 - No need for your internal IT resources to touch devices and spend valuable time configuring every return
- **24x7 access to the Peak-Ryzex customer portal**
 - The Peak-Ryzex Customer Portal provides an easy Return Material Authorization (RMA) process
 - Fully managed Asset Visibility reporting gives you a complete and accurate view of all of your managed devices
 - Repair History reporting helps you understand where and what types of failures are occurring with your devices
- **Managed Process**
 - Repair process is initiated either via our online portal, email or a phone call to our customer support team
 - Return Material Authorization (RMA) request generated and provided to have defective device repaired or replaced
 - RMA created same day if request is made before 3:00 PM EST
 - Repair status visibility available through our online portal 24x7

Manage Mobility Help Desk

Learn more about Manage Mobility support services:

☎ 1-800-931-5150

✉ customerservice@managemobility.com

Lifecycle Delivery Program Options

Advanced Exchange

Our advanced exchange program provides the maximum level of coverage to ensure your mobile workforce has a fully-configured replacement device in hand as quickly as possible. By holding your buffer stock in a centralized location, we are able to support your entire organization consistently and have a device picked, staged to your exact specifications and shipped the same day if the request is made by 3:00 PM EST.

- Fully staged and configured replacement device be sent out overnight from your dedicated spare pool
- End user ships faulty device in for repair once replacement is received
- Faulty device is repaired and replaced back to the spares pool so it is available for future use
- No need to hold large spare pools at each of your locations

Notify & Exchange

We understand the challenge of retrieving faulty devices in the field once the replacement device has been received. With our notify & exchange program, we will not ship the replacement device until after we have confirmation, from the shipping carrier, that the device has been picked up.

- Smaller spare pool means lower up-front investment in idle assets.
- End users do not get replacement device until after they ship the faulty device eliminating the need to track down faulty devices in the field

Repair & Return

Our repair & return model ensures devices are repaired and shipped back to the end user as quickly as possible. With the repair & return program, the defective device will be returned for repair, staged and returned to the end user without the need to house a pool of spare devices.

- No investment in a Spare Pool is required
- Device will be repaired once shipped in by end user providing incentive to cycle faulty devices as quickly as possible
- Users will receive the same device after repair making serial number and location tracking easier to manage