



HEARTLAND

# AlwaysOn

Simple is Better.

Is managing your business's mobile technology costing you too much time and energy? Does your team have the expertise to keep your assets running efficiently and effectively? Every year in North America, supply chain businesses waste 2 million hours on downtime that could be avoided. What if your mobile tech worked for you instead of you working for your mobile tech?

Heartland's AlwaysOn suite of managed services takes the headache out of managing your mobile technology, no matter how complex your operations. AlwaysOn is comprised of five key services that, while bundled, free you up to focus on your core business, driving your total cost of ownership down and maximizing your return on investment. Each component is available a-la-carte, or as a cost-saving, all-inclusive bundle.

Businesses waste **2,000,000** hours on downtime. AlwaysOn can prevent this from happening.



## REPAIR MANAGEMENT

Repair Management is the base service of the AlwaysOn offering. This simplifies the repair of your assets by managing the creation of manufacturer RMAs and asset tracking, while consolidating service contracts for easier budgeting and renewal. Heartland manages your repairs through one simple online portal requiring nothing more than a device serial number and description of the experienced issue.

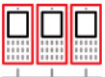


## SPARE POOL MANAGEMENT

Using our RMA portal, Spare Pool Management enables Heartland to provide your business with overnight replacements for devices being sent out for repair. Housing devices in Heartland's own spare-pool facility reduces the number of spares needed in your environment and shortens turn-around time for replacements, keeping operations on-target and on-time.

On average, we'll **reduce** your number of spare pool devices by

# 10%



## CONFIGURE TO PURPOSE

With Configure to Purpose, you can save your end-users and IT staff time configuring and maintaining devices. Devices are shipped from the repair depot straight to Heartland, where we'll validate the repair and load the end-user location's site-specific golden configuration, established during the AlwaysOn onboarding. Repaired devices are received out-of-box ready, including all gold image settings, requiring only batteries to be ready for use.



## MOBILE DEVICE MANAGEMENT SUPPORT

Mobile Device Management (MDM) solutions maximize the tracking, management, and security of your mobile technology. Our MDM Support allows you to outsource the management and development of your MDM platform to Heartland. This gives you all the time saving benefits of MDM without the overhead or administrative burden on your IT team. To learn more about available MDM platforms, schedule a webinar with a Heartland Sales Engineer for a full overview.



## INTEGRATED HELPDESK

Integrated Helpdesk is offered as a paid version of Heartland's existing helpdesk offering for mobile technology. This Integrated helpdesk grants you (1) a 4-hr SLA for your businesses standard daily helpdesk inquiries with prioritization (9am-5pm CST, Mon-Fri), (2) access to our 24/7/365 support time with a 60-min SLA for P1 emergency issues with assisted root cause analysis and (3) the ability to schedule our support team outside standard hours for non-P1 issues, with a 5-business day advance notice. This removes the daily burden from your IT team to support mobile technology, and makes Heartland's industry-leading experts a part of your team.

Number of repair incidents **reduced** by up to (and over)

# 25%

With AlwaysOn, you have the unmatched expertise of Heartland working for you to streamline your mobile tech management and stretch your mobile tech investment. Heartland makes mobile technology work so your business can win.