Vox Admin

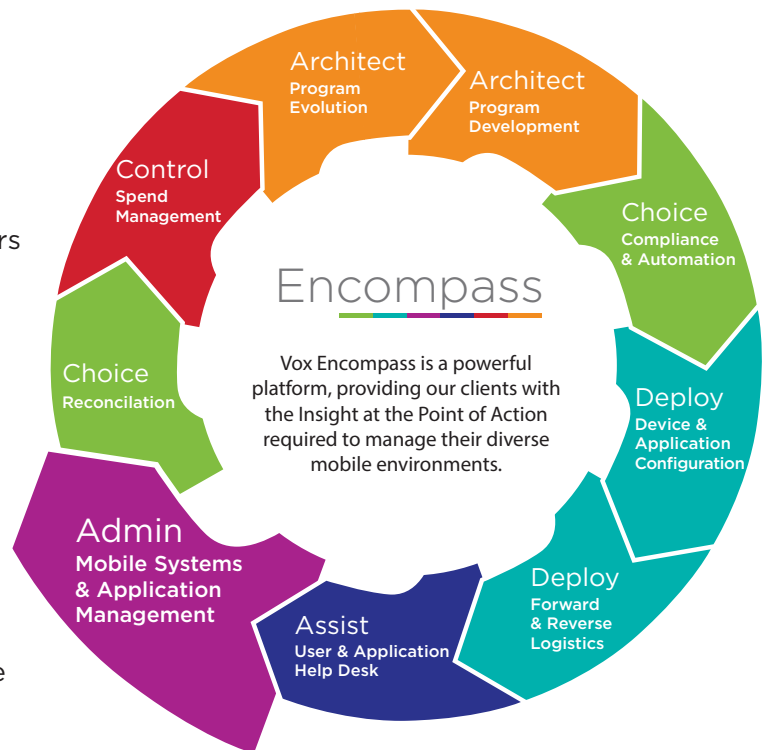## Mobile Systems & Application Management. Economically.

More and more, mobile technology is being positioned as the hub of critical business applications. Whether your mobile applications reside in an in-house server environment or hosted remotely, reliable technical and administrative support is crucial. Vox Admin will supply the resources and responsive assistance you need to ensure maximum up-time, application success and superior end-user experience – all without taxing your current IT resources or requiring an investment in specialized experience.

Vox Admin services take significant demand off your IT plate, while ensuring your assets are maintained according to corporate specifications and policies. You'll have around the clock resource and security monitoring, while we ensure your mobile operations are at the forefront of technology updates. No doubt, top-level infrastructure support while lowering overall mobility costs and overhead is a compelling proposition for organizations of all sizes.

Vox Admin

Key Capabilities:

- Fully supported SaaS model available
- 24/7 monitoring and management of EMM servers
- Move, Add, Change & Delete Management
- Event-based IoT monitoring
- Agnostic advice and single support process
- Single sign-on and integration configuration services
- Corporate app store management
- Test environment management
- Response and escalation to your EMM OEM
- Personalized support account manager for single point of contact
- Enterprise Technical Service Manager Option, handling operational escalations, best practice recommendations and ongoing management of short and long-term projects

Encompass

Vox Encompass is a powerful platform, providing our clients with the Insight at the Point of Action required to manage their diverse mobile environments.

Architect — Program Evolution
Architect — Program Development
Choice — Compliance & Automation
Deploy — Device & Application Configuration
Deploy — Forward & Reverse Logistics
Assist — User & Application Help Desk
Admin — Mobile Systems & Application Management
Choice — Reconcilation
Control — Spend Management

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Vox Mobile

Vox Admin

Full spectrum administration services that let your IT staff focus on more strategic initiatives.

Many mobile innovations are stalled or fail because IT resources get bogged down with the weight of managing current mobile infrastructure support needs. Now with Vox Admin you can take advantage of our fully hosted, outsourced management offering or use our resources as an escalated support service for your internal IT team when the need arises. This flexibility enables you to know you have the extra bench strength you need at your disposal at all times.

CUSTOMER PAIN POINTS

We need to ensure maximum up time for our mobile infrastructure

Mobile connectivity is imperative to your end users and organization. Vox Mobile architects provide 24x7x365 monitoring of your environment, as well as the patches, upgrades and configuration needed to ensure that your environment is always available.

We need assistance in supporting our EMM software and keeping it up to date

Mobility is changing rapidly. The typical EMM provider has 10 releases in a year. Your line of business is constantly finding new applications they want to leverage. Your Application Factory is cranking out apps at record speed. All of these changes require constant modifications to your EMM. Vox Mobile architects provide the guidance needed to ensure your environment continues to meet the needs of your organization. Best of all, we also do all the heavy lifting!

The Vox Admin Process

With Vox Admin, you will see usage trends, projected usage for growth and new apps, carrier and technology advancements to build a spending plan while incorporating control points and potential changes.

PLAN

Vox Admin managed service starts with a complete assessment of your mobile server environment, technologies and configurations. We'll apply industry best practices to outline the spectrum of administration services and resources required to support your IT staff or take over the admin role completely.

DELIVER

Vox Admin leverages the Vox Encompass platform which provides an open framework to manage and monitor all the components across your mobile infrastructure, 24/7. You'll have dedicated experts and automated tools on the job managing security, integrations, advanced EMM configurations, BYOD policies, service packs and version upgrades, incident response and escalation, apps and content control.

IMPROVE

A critical benefit of the Vox Admin service is the valuable insights you'll gain visibility to. We'll analyze key metrics to provide recommendations on security improvements, policy changes, configurations, capacity, redundancy, test environment management, reporting, licensing, and more. You'll have a fully informed, objective perspective on how to make improvements that can increase system performance and result in potential savings.

Call for a consultation or further information
800.536.9030 • www.voxmobile.com

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