

Concierge Services

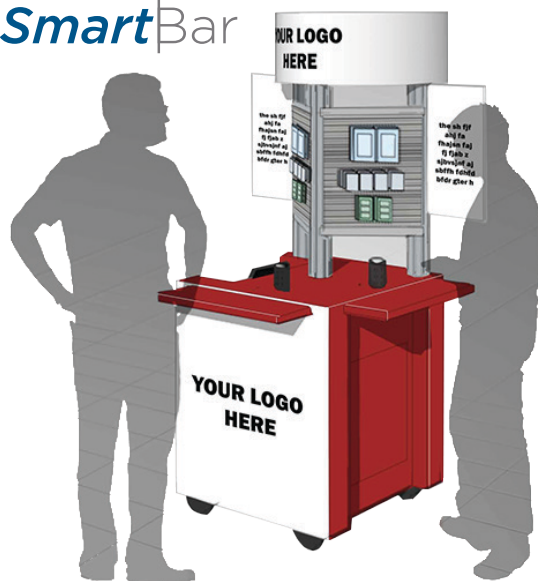
Consumers pave the way for increased productivity in the mobile enterprise.

Remember when you had to physically go to your local bank to access your money? Millennials don't. The financial services industry was forced to reinvent itself, and consumers' attitudes toward mobile technology are a big reason why. Since 2010, innovative and fast-moving FinTech companies have poured \$50 billion into everything from mobile payments to insurance. These digital disrupters are tapping into the "liquid expectations" of customers who compare banks to the no-friction mobile services and products they receive from other sectors (i.e., Amazon, Uber etc.) – and their expectations of their banking experience are no different.

Vox Mobile Concierge Services: *The Latest in Mobility Support*

Mobile technology is redefining how successful businesses operate, compete and succeed. In fact, mobility can become the strategic enabler that drives enterprise transformation, competitive advantage, and growth. Accelerate your path to breakthrough innovation with Vox Mobile's Concierge Services:

SmartBar



Onsite support with high-touch capabilities

- Provide your employees onsite technical support resources, as well as
 - WiFi Hot Spot
 - Point of Sale items
- Chords, charges, cases
 - Power and USB outlets for chargers



BLUE CARD



As a Blue Card member, leverage Vox Mobile's most exclusive concierge service - granting you 24/7 access to our team of mobile experts. Regardless of your mobile issue, rely on our Blue Card service to efficiently and expertly resolve the situation, minimizing undue disruption.



callPlease™
Make the right call.

The most advanced call productivity app, enables individual users and teams to manage call logs, history and activity from any device, anytime. Through real-time collaboration, replace the ancient message pad with the fully customizable CallPlease interface to manage the calls that are important to you and your team when they matter most.

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In recent years, there has been a dramatic shift in IT support caused by the advancement of mobile technology, pressure for successful application deployment and adoption and an increase in user demands. With this shift in the market, IT professionals are being driven to become more reactive (and in many cases proactive) to the requests of their end-users. Finding the right Mobility Support Level to fit the needs of end-users can be a challenge, with many factors to consider. The chart below describes what level of support is best suited for various user segments within the enterprise.

End User Support Impact



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