

Managed Mobile Services

Flexible managed mobile communication services for the enterprise



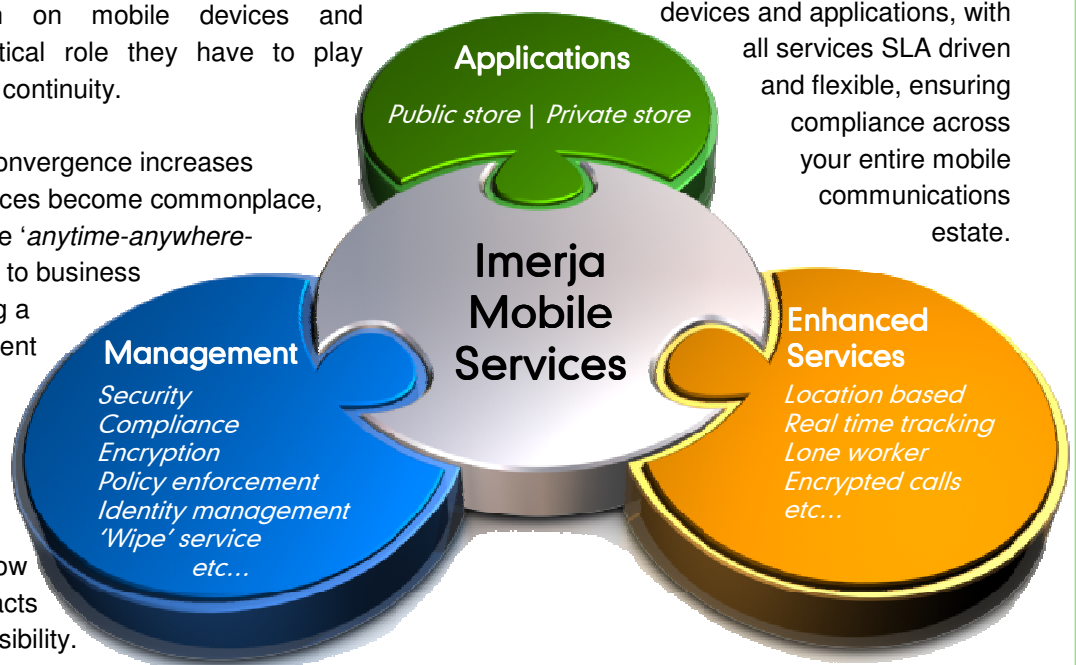
There is no getting away from the fact that our dependency on mobile business communications is growing. No longer just a convenient way to make telephone calls when we are on the go, but a critical business tool that enables us to exchange email and share information whenever and wherever we are.

However, smartphones do not automatically deliver business efficiency – it's vital that your investment is effectively managed and supported, and given the same level of priority as traditional networks and fixed telephony services – something we often take for granted. And not just in terms of network availability and connectivity, but also in respect to securing information on mobile devices and underpinning the critical role they have to play in delivering business continuity.

As fixed and mobile convergence increases and cellular data services become commonplace, the demand for reliable 'anytime-anywhere-anyplace' connectivity to business resources is becoming a fundamental requirement of communication strategies. By having a sole service partner to deliver voice, data and mobile solutions, many organisations now manage mobile contracts as a central IT responsibility.

Imerja's **managed mobile services** provide mobile communications with over the air management of devices to enforce compliance with your own security policies. Our services include management of corporate handsets as well as secure access to corporate information on private handsets, with the same level of security and compliance in place.

Our turnkey solutions range from provision of handsets with competitive voice and data tariffs, through to managed services and application development. With our own billing platform we can provide bespoke billing with regular analysis and review. Imerja can host your critical mobile enabled devices and applications, with all services SLA driven and flexible, ensuring compliance across your entire mobile communications estate.



We see IT from
your perspective

Our services are designed to support your business activities, and can include:

- **On-Site/Off-Site Monitored and Managed Enterprise Service** – providing centralised management of your mobile estate, forced compliance, security and policy updates underpinned by a 24x7 service desk and bespoke Service Level Agreements (SLAs).
- **Managed and Monitored Smartphone Estate** – across single or multiple platforms, including Blackberry, iPhone, Android and Symbian
- **Replacement Handset SLA** – personalised replacement service for the enterprise market, offering rapid exchange of faulty equipment or replacement for lost or stolen devices.
- **24x7 Critical Handset SLA** – ensuring minimal downtime when device is lost or stolen, with remote data purging on the device ensuring your organisations data is not compromised and with couriered replacement to an agreed SLA.
- **Location Based Services** – instant notification to the 24x7 service desk; e.g. tracking a lone worker entering and exiting a hazardous or high risk environment, with automatic escalation if a scheduled response is not made to service desk.
- **Hardened Notebook/iPad** – locked down and managed device, including 3G access for secure remote working, ensuring a high degree of security for high end users.
- **Remote Access Solutions** – fully managed remote access solutions for the home, roaming and remote worker.
- **Bespoke Application Development** – to support your business operations, including development of private application store.



Managed services are delivered from Imerja's 24x7 operations centres and service desk

These and other services can be seamlessly integrated with your wider IT strategy, and form an important part of your overall business continuity plan.

Regular service tariff reviews complimented by expert advice and technical understanding of managing critical IT estates, ensure that our customers continue to enjoy best value from their investment whilst receiving excellent service to support their business activities.

As demand and dependency on mobile communications increases, organisations need a different level of service, and a different type of service provider. By placing all of your communications in the hands of one service provider is the best way to ensure your business is kept mobile and secure. Imerja gives you peace of mind that your business communications are fully protected around the clock.

To find out more about these and Imerja's wider portfolio of services, including fixed line services and IP Telephony, please contact us at the address below, or email info@imerja.com.

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