About

ScanOnline's Managed Services Group is a lifeline companies can depend on to support and manage the well-being of handheld mobile computers and enterprise networks. Our proactive monitoring, system optimization solutions, repair and change management services keep technology in circulation longer and in the hands of the workforce that needs it.

With our experts behind you, your networks and devices will outperform their factory settings and remain secure of intrusion and attack. The Managed Services Group can also execute system updates, patches and other maintenance work, to alleviate the responsibility from internal IT teams.

Our managed services relationships are a partnership - technicians and engineers have the choice to work in tandem with us on any service request. Or, if preferred, we can shoulder your support task as you see fit. Keep your IT resources focused on revenue generating tasks; we'll follow your lead.

Services

Enterprise Mobile Device Managed Services

» General Maintenance
» Repair Management & Spare Pool Services
» Remote Mobile Device Management

Enterprise Network Managed Services

» General Maintenance
» Repair & Platform Management
» Proactive Network Security & Defense

Contact us for **FREE** consultation

(704) 983-1495   questions@scanonline.com   www.scanonline.com

THE SCANONLINE MANAGED SERVICES GROUP
The IT Arm for Workforce Technology

📱 Enterprise Mobile Device Managed Services

General Maintenance
» Proactive device monitoring, management & maintenance, including patches & updates

Mobile Package Creation
» Custom solutions for your devices

Theft Deterrence
» Geofencing functionality for pin-point device tracking

Network Configuration
» Seamless connectivity to your enterprise network

Mobile Device Management Software Configuration
» Installation & configuration services for client and/or remote hosted MDM

BYOD
» Establishment of controls, security protocol & strategy for personal mobile devices at work

---

Repair Management
» Full service management of the OEM repair process
» First-level diagnostics with No-Trouble-Found analysis & reporting
» Authorized "Break/Fix" services on hardware
» Device refurbishment
» Guaranteed 3-day repair on most devices
» 24/7 visibility into repair process, root causes & repair history

Spare Pool Services
» Same day shipping of on-reserve, pre-configured spare devices while repairs completed
» Tier 2 Technical Support
» On-Demand, intensive support; 8/5 & 24/7/365 options available

Enterprise Network Managed Services

General Maintenance
» Proactive network monitoring, management & maintenance, including patches & updates

Incident Management
» Staffed help desk to receive & log new issues, including resolution timeframe within SLA matrix

Problem Management
» Evaluation of reoccurring incidents, via root cause analysis for a permanent fix

Change Management
» Coordinated change requests within mutually agreed time frames & budget

Service Management
» Consistent review of SLA, network & service performance, plus the evaluation of future projects

Intrusion Protection
» Elimination of network vulnerabilities & threats, plus real-time alerts and troubleshooting

Rogue Device Management
» Security against unknown device-to-network breaches and questionable access requests

Interested in More? Contact Us Today.

📞 (704) 983-1495   ✉ questions@scanonline.com   🌐 www.scanonline.com