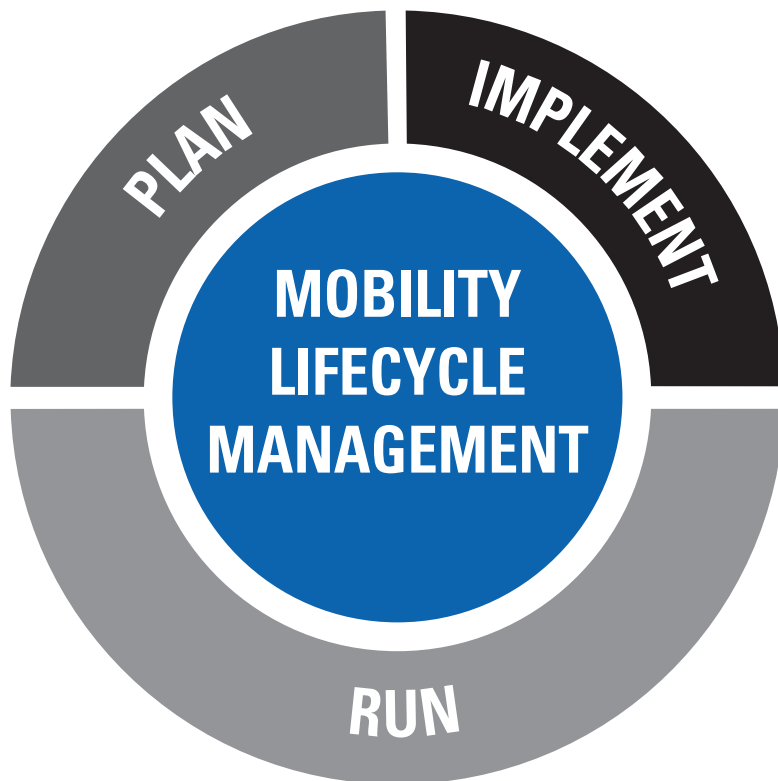




MOBILITY LIFECYCLE MANAGEMENT

A Managed Service that assures performance and availability of a mobile device environment with an integrated approach to planning, deployment, performance optimization, support and day to day management.

SERVICE LEVEL AGREEMENTS DEFINED BY BUSINESS NEEDS



DEVICE DELIVERY – COMPLIANCE TO SCHEDULE

Defined percentage of devices delivered on time to store, distribution center or defined location pursuant to project.



"READY FOR BUSINESS" CONFIGURE & DELIVER

Defined percentage of devices 'working' out of the box, compliant to location checklist, properly configured and operating on power up.



SOFTWARE MANAGEMENT

Software rollouts completed within periods defined by documented plan.



DEVICES IN SERVICE

Maintain target percentage of devices in service in the operational environment (not in the depot, not in transit, not in the spare pool.).



SPARE POOL AVAILABILITY

Defined percentage of time compliant with target spare pool percentage.



DEVICE REPLACEMENT & LOGISTICS

Defined targets for replacement of devices returned for repair.