

SIMS

Source Inc Managed Services

Overview

Deploying a mobile solution takes planning, experience, and resources with specific skills in mobility. Source Inc.'s Managed Services are specifically designed to maximize your technology investment, through an extensive background in mobility and IoT. Our mission is to help design, implement, and manage your mobility and IoT projects quickly, reliably, and securely. Our experts take the time to understand the unique complexities of your business and rapidly provide custom, integrated wireless solutions that empower your people and processes. We make it easier than ever to manage your business by providing complete management of your wirelessly connected devices.



Engineering

- Network Design Support
- Security Compliance Testing And Management Platforms
- Consultative Recommendations For Solutions Optimization
- Direct OEM Engagement, Resources, And Support
- Purpose Built Deployments And Design
- Pre-Deployment Design Engineering



Network Management

- Diagnostics-Status Reports And Error Logs
- Device Monitoring And Testing
- Remote Troubleshooting
- Group And Device Reporting With Alerts
- Monitor Data Usage With Alerts
- Remote Firmware Updates



Deployment Services

- Nationwide Installation Services
- Device Testing
- Staging, Kitting, And Provisioning
- Network / Platform Activation
- Apply Image Configuration
- Hosted Cloud Controller Onboarding
- Packaging And Shipping Per Deployment Schedule



Expense Management

- Monthly Reporting With Data Usage
- Carrier Account Management
- Bill Analysis: Find "Phantom" Lines
- Billing Errors, Reduce Overages
- Allocate Cost Centers
- Manage Billing Groups

Services



Coverage

Monday-Friday 8am-6pm CST
24/7 Ticketing Support



Premium Care

Single point-of-contact for multi-vendor support



Deployment Insight

Perspective through cloud hosted centralized management provides enhanced details and visibility



E-Ticketing Support

Online Ticketing Support for Inquiries, Requests, Incident Reporting, and Resolution



Dedicated Support Team

Direct access to expert US-based support for a prompt resolution



Enhanced RMA Support

Managed services devices qualify for our Spare in the Air Loaner

Experts in IoT

Source Inc. has extensive experience implementing IoT solutions in some of the most innovative and demanding places. With Source Inc. Managed Services, our industry experience, knowledge, and engineering expertise is "at the ready" to assist in your projects.

Issue Resolution

Wireless projects can become extremely complex when it comes to troubleshooting the interactions between devices, software, carrier networks, and security systems. Take advantage of our unmatched engineering experience and OEM relationships to maximize your IoT deployment performance.

Rapid Response

Equipment can fail during the most inconvenient time. If it does, our Managed Services Team is there for you. Our unmatched service options will help restore adequate service as quickly as possible through our "Spare In The Air" loaner process. If we cannot fix it remotely, or resolve the situation, we will send out a loaner device to get you back up and running. Utilizing this enhanced service will maintain stability and up-time while your device gets tested, fixed, or we work through replacement options.