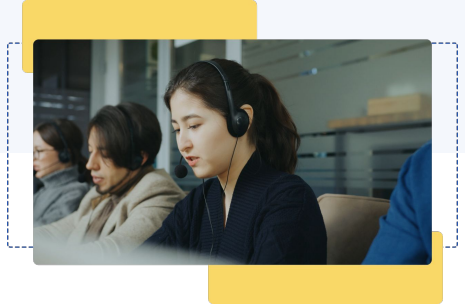


# Help Desk



## Expert assistance for mobility resolution

Outsourcing your mobility related issues to our expert Help Desk service will free up your resources to focus on core activities for your enterprise and increase your productivity. Our *GINGERhd* Service is designed to provide expert assistance to your employees when they need support with the mobile device. It covers all aspect of good practices to keep your mobile fleet device healthy and accurate at all times.

### Service includes:

- ❑ Management of carrier portal
- ❑ Incoming calls and email requests
- ❑ Activations, suspensions, deactivations
- ❑ Renewals
- ❑ Level 1 help desk support (troubleshoot)
- ❑ Repair service with web-portal and access to 80+ locations across Canada
- ❑ Integration of ServiceNow
- ❑ Integration with your LDAP file
- ❑ Mobile Repair service
- ❑ Emergency contact after hours 24/7

### Key Features

- |                             |                              |
|-----------------------------|------------------------------|
| ❑ Bilingual                 | ❑ Dedicated Expert agents    |
| ❑ Fast                      | ❑ Integrates with ServiceNow |
| ❑ Response under 30 minutes | ❑ Includes Repair Web-portal |