

The SOTI logo is displayed in white, bold, sans-serif capital letters within a dark blue rectangular box. Below the main text, the words "ENTERPRISE MOBILITY MANAGEMENT" are written in a smaller, white, sans-serif font.

SOTI<sup>®</sup>

ENTERPRISE MOBILITY MANAGEMENT

The skywire logo features a white icon of three concentric, slightly overlapping circles above the word "skywire" in a lowercase, italicized, sans-serif font.

skywire

The text "Professional Services" is written in a large, white, sans-serif font, positioned on the right side of the image. The background is a blurred photograph of two men in business attire looking at a tablet, with an orange gradient overlay on the right side.

Professional  
Services

# The Key to the Success of Your Mobile Strategy

Leverage our mobility expertise to  
get the most out of your enterprise  
mobility investments with SOTI  
Professional Services

# SOTI Services for Every Step of Your Mobile Journey

SOTI is your trusted mobility advisor with a proven track record of successful implementations across a broad range of industry verticals. By choosing SOTI Professional Services you are investing in proven expertise that can guide you through each step of your implementation – from installation and configuration to best practices and training that is customized to suit your needs. SOTI Professional Services provides you with peace of mind of knowing that you're getting it done right the first time, and maximizing your return on investment.

## A broad range of Professional Services



### **SOTI JumpStart**

get started

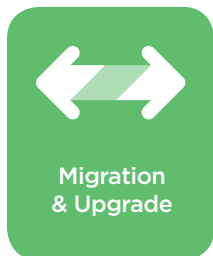
JumpStart your deployment with expertise from our SOTI mobility experts. During your initial set-up, SOTI Mobility Engineers will provide recommendations on configuration, security, firewall settings as well as recommendations on compliance and network architecture to ensure an efficient scalable environment. With SOTI JumpStart service we can have you up and running in 1-2 days.



### **SOTI MobileMyWay**

customize your implementation

Mobility management can be complex. We understand that one size does not fit all. Your environment is unique, and so are your mobility challenges. Remove the guess-work and let us do the heavy lifting to supercharge your deployment and align your SOTI MobiControl implementation with your mobility objectives. We will configure SOTI MobiControl based on your distinct requirements and our strong understanding of industry best practices.



### **SOTI MigrationAssist**

benefit from the latest advancement in mobility management

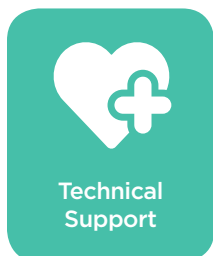
Keep your mobility management current without the migration headaches. Upgrade to the latest version of SOTI MobiControl to leverage new capabilities and the latest features with minimum disruption to your operation. SOTI Mobility Experts will plan, test and upgrade to the latest version of SOTI MobiControl.



### **SOTI Academy**

get the most from your mobility management system

Stay ahead of the curve with flexible training to ensure that you are effectively leveraging SOTI MobiControl. Learning about best practices for mobility management is vital to the success of your enterprise. SOTI's advanced training and certification system will ensure success of your mission-critical mobility operations.



### **SOTI Premier Support**

soti support when you most need it

Positive customer experience throughout your SOTI MobiControl implementation and beyond is important to SOTI. SOTI offers a broad range of post-sale technical support options for access to our world-class Support Engineers to help with your mission critical mobility needs.

# SOTI Services for Every Step of Your Mobile Journey

## Take advantage of SOTI Professional Services and reap the benefits

- Achieve the highest quality of consultation from SOTI mobility experts to optimize your mobile investments and mitigate risk
- Optimize your configuration with SOTI best practices
- Extend your knowledge through flexible and comprehensive training programs
- Improved operational efficiencies by leveraging mobility experts
- Stay ahead of the curve as you mobilize your business processes with the extraordinary and innovative solutions on SOTI's aggressive technology roadmap

|  | SOTI Standard Support*     | SOTI Advantage Support <sup>1</sup> | SOTI Enterprise Support <sup>1</sup> |
|--|----------------------------|-------------------------------------|--------------------------------------|
| <b>Support Availability</b>                                  | 9 am - 5 pm<br>5 days/week | 9 am - 5 pm<br>5 days/week          | 9 am - 5 pm<br>5 days/week           |
| Access to Knowledge Base                                     | •                          | •                                   | •                                    |
| Access to Product Updates / Upgrades                         | •                          | •                                   | •                                    |
| Live Remote Support  | •                          | •                                   | •                                    |
| Comprehensive Software Maintenance                           | •                          | •                                   | •                                    |
| Skin Catalog Services  | •                          | •                                   | •                                    |
| Location Services (enabled)                                  | •                          | •                                   | •                                    |
| Additional Software Utilities                                | •                          | •                                   | •                                    |
| 24 x 7 (Level 1) Support                                     |                            | •                                   | •                                    |
| Priority (Level 2) Support Queue                             |                            | •                                   | •                                    |
| Dedicated Technical Advisor                                  |                            |                                     | •                                    |
| Unlimited Ongoing Consultation from SOTI Solution Architects |                            |                                     | •                                    |
| Quarterly Reporting  |                            |                                     | •                                    |
| Named Callers  | 4                          | 3                                   | 2                                    |

\*Included with SOTI Maintenance License

<sup>1</sup>Standard support contract must be active before any of the enhanced premier support options can be purchased.



## SOTI's comprehensive Professional Services is the key to successfully mobilizing your business

Think of SOTI first when considering how to drive operational efficiency or improve visibility into your mobility management investments. Our dedicated and knowledgeable Mobility Engineers will pro-actively work with you to implement the best solution for your business-critical mobility needs.

[soti.net/services](https://soti.net/services)

SOTI is a proven innovator and UEM industry leader. Over 16,000 companies globally rely on SOTI for their diverse mobility management needs to fuel differentiation and take mobility to endless possibilities.

Get Mobilized Today. Contact a SOTI Mobile Advisor today to maximize your Enterprise Mobility Management deployment.

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