

Mobile Lifecycle Management



Stratix Mobile Lifecycle Management

Stratix's Mobile Lifecycle Management ensures your employees in the field are equipped with working devices, so when incidents happen, they have a replacement device in 24 hours. We handle everything in-house, with our customer-focused mobility experts providing spare pool management, device replacements and real-time visibility of your entire mobile fleet with a team that supports and manages your devices.

As a fully managed service we provide:

- **Spare Pool Device Management** – We maintain a spare pool of devices configured precisely for your end user personas
- **Replacement Devices** – With our Advanced Exchange service, if notified before 3pm, we will ship a replacement device that day; additional response services are available for non-critical replacements
- **Warranty Break / Fix** – Manage the repair process with tailored warranty and repair programs
- **Asset reporting** – See all devices, procurement history, deployment tracking, break / fix status, spare pool levels and the entire device lifecycle touchpoints



Stratix handles all aspects of our 6,000 mobile devices in our US centers including delivery, support, replacements and administration of our MDM (AirWatch). Stratix not only managed the process but also worked with us to implement best practices.

Director, IT Support – Education

35 reviews as of 6/2/2020 | [Review on Gartner Peer Insights*](#)

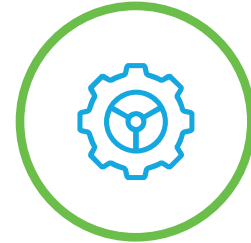
WHY Stratix

We ensure maximum productivity and availability for all your mobile devices.

- We repair and service over 25,000 devices every month to sustain mission-critical work and minimize downtime
- 99.87% pass rate in Quality Control
- Expertise and partnerships with 20+ leading technology companies
- Deliver quality operational-ready devices quickly to field personnel who need them

*Gartner Peer Insights reviews constitute the subjective opinions of individual end users based on their own experiences and do not represent the views of Gartner or its affiliates.

Outcomes We Deliver



Reduce overhead

Reduce your operational costs by alleviating the administrative burden from your IT staff and systems



Reliability

Keeping your devices up and running 24x7x365 means more productive employees, more efficient operations and a better customer experience



ROI

Since supporting mobile is our only job, we want to minimize the total cost of ownership and ensure consistent delivery of all your mobile services

Learn more at stratixcorp.com