

# Customer Care

Helping you maintain a stable wireless enterprise **from Wavelink**



At Wavelink, we take great pride in our ability to provide the highest quality of technical support and customer service to our clients and partners. Our technical representatives constantly strive to provide value-added customer service that offers convenience and peace of mind. With Customer Care, you will always know that you have access to the most up-to-date software and Wavelink's acclaimed customer service.

Under Customer Care from Wavelink, customers are entitled to the most current software release upgrades and preferred status with our technical support services. By participating, your organization will no longer need to invest in costly year round upgrades and pay as you go technical support. Customer Care from Wavelink allows you to maintain a stable wireless enterprise while streamlining your internal IT functions, saving you time and money.

## Why select Customer Care from Wavelink?

### Software upgrades and revisions

Get all of the latest software versions needed to take your enterprise to the next level with Customer Care from Wavelink. Throughout the term of your plan, you have the choice to receive any major software release upgrades FREE, saving your company anywhere from hundreds to thousands of dollars in new license and upgrade fees.

During the year, we release revisions and updates that keep your Wavelink software running at an optimal level. With Customer Care from Wavelink, you are protecting your investment by ensuring that your enterprise has immediate access to product enhancements, troubleshooting fixes and new device firmware support releases.

### Customized software release notification

On average, Wavelink provides customers and partners with the choice of more than 30 software releases a month. Rather than inundating customers and partners with software release notifications, we provide you with an opt-in release information system that delivers only information pertinent to your enterprise. Once registered, you can create a personalized profile defining the Wavelink products and related hardware that are important to you. Profiles are as broad, or as selective, as you choose.

### Unlimited access to a skilled support team

At Wavelink, we understand that when one aspect of your business is not functioning correctly, it is costing your organization valuable time and money. We strive to maintain a high standard of personalized customer service, so in addition to updates and upgrades, our Customer Care subscribers have unlimited access to our specialized technical resources. With Customer Care from Wavelink, you will have unlimited incident coverage and customized help available via a toll-free phone number, e-mail or via a secure Web browser. With convenient business hours for help, you can contact our unique three-tiered customer support and engineering team, who will evaluate your case in a timely and professional manner.

"We rarely have the opportunity to work with such great customer service like Wavelink's Customer Care. The support people know you by name, make you feel as you are their most important customer, and continue to provide support until any problem you encounter is solved."

— **Valentin Seicianu**  
Senior Systems Engineer,  
Nike

"Customer Care has been great to us here at OfficeMax, and my experience with your helpdesk is one that other organizations should exemplify."

— **Eric Benz**  
Systems Engineer,  
OfficeMax

"We have been doing business with Wavelink for many years now, and they have provided great support for Ryzex and our customers."

— **Mahen Nair**  
Staging & Configuration Manager,  
Ryzex Inc.





## A high standard of personalized customer service

### A Wealth of Resources

- Live phone support for AsiaPac, the Americas and EMEA.
- Live chat support via our website.
- Customer Support Portal: Get a quote, access and monitor your support case or create and edit information as needed, all through a convenient Web-based Support Portal.
- Remote diagnosis and repairs: Our expert team can log-in to your system remotely, seeing the problem just as you see it. This eliminates costly travel expenses and gets your system back to normal as quickly as possible.
- Unlimited access to our Support Website: Access software releases and search our extensive Knowledge Base for quick answers to questions.
- On-site resources: In the unlikely event your case cannot be resolved through other means, our Customer Care subscribers can count on the availability of on-site resources to remedy the problem.

“The Tech Support Personnel went above the call of duty in assisting us during the Wavelink install. All team members assisted and participated in solving our problem. Our contact with the Wavelink Support Team has been superb. Thanks for all the assistance.”

“The Wavelink support staff is always quick to respond and works to identify the problem, and provides follow up until the problem is resolved. Very professional and a great group to work with. Thank you.”

“Customer Care was extremely helpful, and that is the reason we will continue to work with Wavelink.”

### How to Participate

To add Customer Care from Wavelink to your currently licensed Wavelink product, or for more information, please call 1-888-697-WAVE(9283) +800 WAVELINK (9283-5465) outside the USA and Canada, or e-mail us at sales@wavelink.com.

### The Industry Leader

With more than 8 million active client licenses in the field, Wavelink is the leading provider of multi-vendor mobile device management, wireless infrastructure management, terminal emulation, voice enabling, proactive telecom expense management and mobile application development software. Wavelink technology solves the unique challenges involved in deploying, managing and controlling today’s enterprise mobility systems and facilitates peak performance from frontline staff. More than 15,000 companies in retail, manufacturing, healthcare, government, public safety and logistics industries rely on Wavelink to accelerate application delivery, reduce device management and support costs, and tighten network security. Inside the four walls, or in the field, Wavelink leads mobility.

### Wavelink Corporation

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