

# EDGE

## EDGE Packages Give You Options

SMG3's EDGE packages incorporate the entirety of your hardware integration, software implementation, ongoing service, and technical support needs into one total solution.

Signing up with EDGE essentially grants access to your own personal team of project managers, mobile solution architects, technical support specialists, and certified wireless experts that are all standing by to assist you with whatever challenges may come your way.

### EDGE Professional 2100 includes:

- 7x6 phone and email technical support to help with integration and day-to-day needs
- Real-time access to device data across business locations
- Real-time monitoring and management of all your business' technical support cases
- EDGE portal reports that let you view contracts in real time
- Real-time tracking of device serial numbers and device movement
- Basic Repair Authorizations for repair if devices are damaged or malfunction
- For even more support choose an optional upgrade to your Professional package.

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### 2110: Includes everything in 2100 plus:

- Customer-supplied SOTI

### 2120: Includes everything in 2110 plus:

- SMG3 supplied SOTI
- SOTI reports
- Previous device check-ins
- Battery information
- OS information
- Device charging status
- All other compiled SOTI information

### 2130: Includes everything in 2120 plus:

- Printers – 7x6 basic tech support (phone and email)

### EDGE Professional

Perfect for businesses that need a basic set of dashboards that offer deep insights into their devices.

Contact us to talk about customizing an EDGE package for your business.

Email [sales@smg3.com](mailto:sales@smg3.com) or call 855.995.1010



From networking to handhelds, our technical experts will give your business the **EDGE** it needs.

