

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 Ultimate 3100 Package 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
- Repair Authorizations for repair if devices are damaged or malfunction and reconfiguration after repair
- Access to SMG3's Spare Pool to keep your business running without downtime
- Advanced analytics personalized for what matters most to your business, delivered in clear, concise, easy-to-read reports
- Expanded dashboard customization options so you can prioritize features that are most important to your business, including deployment maps, quoting options, device update tracking, and online ordering

For even more support choose an optional upgrade to your Ultimate package.

3110: Includes everything in 3100 plus:

- Customer-supplied SOTI

3120: Includes everything in 3110 plus the following:

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

3130: Includes everything in 3120 plus the following

- Printers - 7x6 tech support
- Annual onsite maintenance
- Customer purchase parts
- Post-visit report

EDGE Ultimate

EDGE Ultimate gives your business support, insights, and advanced, customizable dashboards tailored to your precise needs.

EDGE

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

Email sales@smg3.com or call 855.995.1010

CUSTOMER
RETENTION RATE
99%

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

