

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 Enterprise 4100 includes:

- 24x7 phone, email support, and 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
- Advanced 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 Enterprise package.

4110: Includes everything in 4100 plus:

- Customer-supplied SOTI

4120: Includes everything in 4110 plus:

- SMG3 supplied SOTI

4130: Includes everything in 4120 plus:

- Printers – 24x7
- Bi-annual onsite maintenance
- Customer purchase parts
- Post-visit report

EDGE Enterprise

The fully loaded Enterprise EDGE package is perfect for businesses that need robust reporting and visibility into assets and processes, as well as unmatched 24/7 technical support.

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

Email sales@smg3.com or call 855.995.1010



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

