



# *Enterprise Support*

Motion Support Services





# Enterprise Support

Premium customer support is critical to your company's success. At Motion Computing, we want to make certain that your users attain maximum productivity and that your company optimizes the benefits of our award-winning mobile computing solutions. To that end, our customer support, engineering and quality assurance departments work closely together to ensure that product issues are quickly resolved and that your IT staff is well informed of new product functionality.

Motion's highest level of premium customer support is provided through the Enterprise Support offering. It provides Motion users with both a dedicated technical support representative and a dedicated customer relationship manager. This team will provide the continuity you need to ensure that your Motion solution is meeting your business needs.

FEATURES	BENEFITS
<b>On-Call Availability</b>	Motion Enterprise Support provides the highest level of services and benefits designed to ensure your company's success with the mobile applications you have implemented. All Enterprise Support services are available 15 hours a day, 5 days a week.
<b>Unlimited, Front of the Line Phone Support</b>	Unlimited access to a toll-free line with priority call routing to a dedicated technical support specialist. There is never any limit on the number of calls you can place.
<b>Online Case Submission</b>	Submit cases easily online through your own Customer Portal. Online case submissions are responded to within 2 hours by either a return telephone call or via the online case management systems.
<b>Timely Responses</b>	Time waiting on the telephone is time lost in the productivity of your business. Motion Enterprise users can expect that their calls will be answered within 3 minutes.
<b>Pre-Release &amp; Product Planning</b>	With Motion Enterprise Support, release schedules will be communicated to you as soon as available. You will have access to the product materials as soon as they are available. In many cases, Motion will regularly engage with Enterprise Support customers to share insight into product designs and future releases.
<b>Virtual HelpDesk / Portal</b>	Motion's Enterprise Support is complemented with a library of extensive, detailed online Help and other resources such as a KnowledgeBase, online user guides, sneak peeks at upcoming product releases (when available), and tips that will help you get the most from your Motion Tablet PC. This online service helps customer "self-help" and gain access to the appropriate Motion resources.

***"Productivity loss is responsible for as much as 52 percent of a device's total cost of ownership."***

VDC Research Group, 2010

*Available in the United States and Canada only*

