



# Certified Professional Services



*Remove the boundaries and increase your ROI faster with Wavelink Certified Service Consultants.*

# Deploy your solutions faster

## A Turnkey Solution

Wavelink's Certified Professional Services accelerate the successful planning and deployment of Wavelink's network management and auto-ID data collection (AIDC) systems. You will know up-front what service will be performed and be able to take full advantage of Wavelink's AIDC technology expertise, or customize a package to fit your unique requirements. You rely on Wavelink to accelerate application delivery, reduce device management and support costs, and tighten network security, now let us ensure your solutions are up and running with as little interruption as possible allowing you to generate ROI that much quicker.

## Removing the Boundaries

- Provides rapid deployment and end-user adoption of Wavelink's wireless management and application solutions.
- Provides expert installation of all Wavelink products across heterogeneous devices and networks.
- Allows end-user IT staff to maintain focus on critical business functions.
- Allows end-user Operations staff to perform revenue-related activities uninterrupted.
- Helps assure ROI schedules are met.
- Ensures that even difficult AIDC related installations are performed successfully.
- Provides for optimal performance from mobile users and equipment.
- Ensures Operations staff are trained to take maximum advantage of application features.

## Experience Comes Standard

- Wavelink Certified Service Consultants are experts in AIDC networking and applications. They are experts with Wavelink software and solutions whether you're installing a new application or upgrading an existing version.
- We are professionals and our trained installers provide best-in-class Professional Service discipline including complete change control and project management.
- You trust us to provide high-quality products and can trust that Wavelink Certified Service Consultants deliver Professional Services only. Our certified experts won't be reselling or cross-selling additional software or hardware.
- Like our product's, you will know what we are providing. You will receive a Statement of Work outlining the scope of the project, ensuring quality service, definition and expertise.



## Wavelink Corporation

The industry leader in the enterprise mobility sector since 1992, with over 2.5 million clients deployed across the globe, Wavelink is improving their services and customer support through the introduction of Wavelink Certified Professional Services.

It is about providing you with more than just powerful and secure software to help meet the demanding real-world requirements you face in the mobile industry. It is about leveraging our broad technology expertise in the deployment of your Wavelink management and applications solutions.

# Generate ROI sooner

## Certified Service Professional Packages



## Avalanche Mobility Center Basic Installation and Configuration

A Wavelink Certified Service Consultant will be on-site to install and configure Avalanche Mobility Center. They will install the software on your network connected server(s) (eServer and dServer) ensuring that it meets all the requirements of the application. The application will be tested on your handheld devices in your environment. After operational approval, the software package will be made available for deployment to all your enterprise handheld devices. Our Consultant will work with you to review your specific device management policies and objectives, will provide a review of the installation, and be available for questions and answers.

## Avalanche Mobility Center Custom On-site Training

This service focuses on training your staff on the installation and use of Avalanche Mobility Center (MC) in your environment. Our Wavelink Consultant will provide comprehensive on-site training covering the basic installation, configuration and operational use of Avalanche MC. They will work with you to create a customized training program from a wide variety of topics that cover your specific objectives and challenges. A hands-on training experience, your staff will leave these sessions with the knowledge and expertise to start increasing their productivity immediately.

## Speakeasy™ Quick Start Installation

An on-site Consultant will provide installation services for Speakeasy voice-enabled emulation. Speakeasy will be installed on a Wavelink Telnet client running on your supported handhelds. Voice-enabling scripts will be created and deployed to your handheld devices. Upon successful operation, the Wavelink Consultant will deploy the application to all remaining handhelds. Training will be provided to ensure your staff fully understands the scripting set-up and operation. With Wavelink's assistance, you can focus on your day-to-day operations while simultaneously upgrading to new voice-enabled technology.

## Avalanche Mobility Center Package Builder On-site Training

For customers with proprietary or third party applications that need deployment via Avalanche Mobility Center, an on-site Wavelink Consultant will train your personnel extensively on creating custom software packages using Wavelink's Package Builder software. Training will include creating various types of software packages that can be deployed, reviewing the various aspects of deployment including making applications available from the desktop, post-install scripting, and reviewing your requirements for your unique deployment package. We will assist your staff with creating the right custom package for your enterprise.

## Avalanche Mobility Center Upgrade Service

Easily upgrade to the latest version of Avalanche Mobility Center (MC) while allowing your staff to remain focused on your enterprise operations. A Wavelink Consultant will review your existing Avalanche implementation and create a plan for backing up all your existing profiles, management policies, and deployment policies, to ensure a smooth transition to the latest version of Avalanche MC. With the plan created and approved, our Consultant will then work with your staff to execute the project, and complete the Avalanche migration.

## Custom Professional Services

Let us create a custom package for your organizations deployment needs. Call a Wavelink representative for more information.



*Wavelink provides the only solution that works with all major mobile device and infrastructure manufacturers, platforms and operating systems.*

For more information, please visit [www.wavelink.com](http://www.wavelink.com) or call 1-888-697-WAVE (9283) or +1-801-255-1777.

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