

Vodafone Specialist Data Devices

Rugged mobile data devices with comprehensive managed support.

Our specialist data devices are ideal for industries such as utilities, transport and manufacturing – giving you tough, rugged performance in challenging field environments. We supply multiple configuration options, and provide you with comprehensive service and support.

Wide range of devices

Choose from a comprehensive range of toughbooks, tablets and ruggedised PDAs from leading manufacturers – including Motorola, Intermec, Honeywell and Panasonic.

Built around your needs

We will advise you on the most suitable device, specifications and applicable service based on your application, job role, people and business requirements.

Simplicity of ownership

Deployment of specialist devices doesn't have to create an extra burden on your IT function. We provided full device support that includes comprehensive over-the-air (OTA) management, security enforcement and trouble shooting.

Control over costs

We make budgeting for your specialist devices support as simple as possible. You can choose from a range of price plans to suit your needs, and with 'per user per month' charging, you can also cut your capex.

Benefits

One-stop shop for procurement and support

Easy set up and ongoing management

Control over your costs

Excellent user experience

End-to-end management of device, SIM, network and connectivity

Mobile application **expertise**

Features

Wide range of devices from leading manufacturers

Bespoke device build and provisioning

Helpdesk-to-helpdesk **technical support**

Remote device management and security services

Monthly performance reporting and incident tracking

Replacement **stock management**



Product in detail

Our specialist data devices come in a wide range of form factors and are provided with functionality and support services that can be tailored around your individual business requirements.



Our managed support for specialist data devices:

Expert UK-based support

Managed support devices is delivered from our UK Service Centre by dedicated experts who can service all your needs. Tight SLAs ensure quick, clean, efficient responses to day-to-day issues.

Helpdesk-to-helpdesk technical support

We support all your device management needs – including remote management and security services, device root cause analysis and manufacturer warranty management.

Ongoing performance analyses

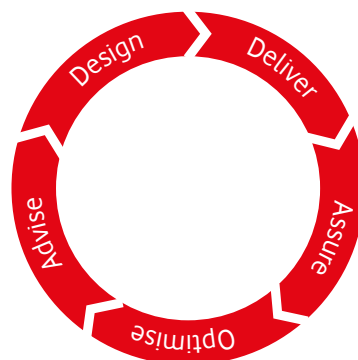
Our regular service reviews ensure you achieve optimal user productivity. We also provide a breakdown of fault types for trending and resolving future issues.

Optional fulfilment services

We can also help you with buffer stock management, device staging, application staging and the build management process.

Service Lifecycle

We support your infrastructure with a comprehensive range of services. Our approach provides expert assurance throughout the entire lifecycle of your product, and can be configured to meet the individual needs of your organisation.



Services available: Specialist Data Devices

Advise	Design	Deliver	Assure	Optimise
Technical Consultancy	Managed Service Design and Configuration	Project Management	Premium Telephone Support	
Mobility Audit	Integration Design	Solution Infrastructure	Remote Monitoring	
Proof of Concept	Architecture Design	Device Training Services	Remote Administration	
Application Configuration Advise			Remote Management	
			Hosted Service	

Next steps

Our specialist data devices are built to operate in the toughest environments and can be designed to meet the unique requirements of both your industry and your organisation. Provided alongside Vodafone managed support – we give you a reliable, dedicated service with optimal performance and cost control.

To find out more, please contact your Account Manager.

www.vodafone.co.uk/corporate/products-and-services/services-built-around-you/index.htm



