



# Qolcom Assist

Specialist support for your Enterprise Mobile Platform & Wi-Fi system available globally 24/7

## OVERVIEW

The world of mobility is becoming more complex and more critically important by the day. End users and corporate resources require on-demand support and assistance to help them operate their devices, troubleshoot issues, and ensure connectivity and productivity is maintained. Mobility is inherently a local service with local operators, coverage, and support requirements.

As part of GEMA’s global-local structure Qolcom ensures that your users are speaking with local and regional helpdesk facilities that understand their individual requirements. GEMA does not use global “mega call centres” but instead our alliance Assist Centres are locally staffed and of course provide local language support as well as global English capabilities.

Qolcom Assist is staffed with highly trained mobility experts to offer an immediate point of contact to support your Wi-Fi and/or EMM platform, anywhere, at any time.

The Qolcom Assist team can help your mobile workforce regardless of which devices they use. Our team supports Apple iOS, Google Android, and Windows platforms taking into consideration their different devices, apps, configurations and issues.

Qolcom treats your organisation’s wireless local area network as a utility service. Our aim is to keep your organisation’s communications working optimally at all times, enabling the organisation’s greatest assets, your employees, to focus on high value activities.

**Experts available:**  
to assist whenever and wherever they are needed

**Improve productivity:**  
by ensuring mobile devices and Wi-Fi systems are up and running

**Summary reports**  
to ensure EMM & Wi-Fi systems perform at optimum levels



### Qolcom Assist delivers:

- 24/7 service and support team
- Bespoke specialist Help desk developed to support EMM and Wi-Fi solutions
- True on-going technical support with escalation process
- Integrated approach supporting your company’s policies, guidelines, and systems
- Trained help desk agents with up-to-date mobility solutions
- Local knowledge and in-country resources across the globe and in 30 languages via GEMA
- Monthly, weekly or daily reports monitoring quality and service level agreements



### For More Information

Please contact Qolcom on **01635 298021** or email **sales@qolcom.co.uk** for further details of our full product portfolio and service offerings.





Qolcom. Quality of life through communication.

Qolcom is a leading UK based integrator of secure wireless network and Enterprise Mobility Management solutions. Our solutions extend the power and performance of mobile devices, applications and services to the new, rapidly growing, mobile workforce.

Qolcom is the exclusive UK member of The Global Enterprise Mobility Alliance (GEMA) providing Global Managed Mobility Services around the world through local experts with a shared goal to make mobile services, simple, reliable and unified so that your organisation can work everywhere, anytime.

Qolcom solutions enhance productivity, introduce new efficiencies and accelerate business response time making certain that wireless networks and mobile devices contribute to corporate success.



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