

Tangoe Expands Mobile Support Services Across the Globe

Tangoe

New support services provide on demand, follow the sun help desk and device support for enterprises

ORANGE, Conn. — September 24, 2013 — Tangoe has announced the expansion of its Managed Mobility Services (MMS) offering with enhanced Mobile Support Services. Tangoe's Mobile Support Services are available globally and provide the capabilities, service levels, availability, language support, quality assurance and response times enterprises need to compete in the always on, always available, always now world.

"Mobile computing has become the de facto platform for enterprise employees who have become more and more mobile, making it mission critical to have employee devices always working, on and available. When devices are down, it cuts into employee productivity and ultimately company revenue," said Jim Carroll, VP Managed Mobility Services at Tangoe. "Due to the increasing market demand for on-going support to match the increasing levels of mobility - while still maintaining control over expenses - we have expanded our support service capabilities for our customers globally."

Tangoe's Mobile Support Services are designed to ensure that clients' mobile products and services will work when employees need them, and that challenges will be addressed quickly and proactively. This can only be accomplished when organizations continually monitor usage and device costs and maintain the security and policies governing the devices from anywhere around the world.

To help support this market demand and need, Tangoe has developed the following services for customers:

- **Follow the Sun Support:** Tangoe's Mobile Support Services are available in 18 languages and dialects across North America, Europe, APAC and LATAM with support in the Middle East and Africa expected to be available in 2014. Tangoe provides follow the sun support from eight call centers that span the globe.
- **VIP Support Service:** VIP support is now available for all customers regardless of budgets or support level subscription. With VIP support, Tangoe's customers gain quicker response time to calls and access to senior support staff for assistance with voice, data, SMS and other third party applications. Subscribers of the VIP support also enjoy Enhanced Quality Assurance controls, ensuring a second review by an experienced agent to check for accuracy and caller satisfaction.

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- Remote Access: Enhanced software technology for complete remote access into end users' smartphones or tablets for hands free troubleshooting, enabling immediate resolution of issues related to roaming, call quality, voicemail access and issues with inbound or outbound calls. Tangoe's Remote Access service shortens issue resolution time for its enterprise customers, improves both efficiency and mobile end user satisfaction.

These support services benefit multinational as well as regional enterprises operating around the globe, with the level of technical support needed to provide measurable, reliable outcomes for customers.

For more information, visit: www.tangoe.com [1].

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[1] <http://www.tangoe.com>