TelSolv Overview

October 6, 2022

A Woman-Owned Small Business
Certifications Numbers: WBE (WBE2200573), WOSB (WOSB220524)

TelSolv: Procure, Deploy and Manage

CONSULT
Hardware/Software Provider
Complete Solution

PROCURE
Tablets, Handhelds,
Routers, Rugged
Custom Cases
Accessories

PROVISION
Staging & Configure Devices
Deployment & Rollout
Project Management

SECURE
Mobile Device Management (MDM)
Data Security
Cloud Storage

SUPPORT
Advanced Exchange
Repair & Replace
Help Desk

RECYCLE
Decommission
Wipe & Return
Buyback

Tablet Solutions
Custom Cases

Handset Solutions
Wearable Solutions

Accessories
Logistics

Customers

Warehouse Tour

- 50,000 sq ft warehouse space
- Secured & designated inventory by customer
- Staging center / repair center / deployment center
- FDA, ISO, PCI and HIPAA compliant
- Process doc / SOW / strict SLAs

FDA COMPLIANT

HIPAA COMPLIANT

ISO 9001

PCI DSS COMPLIANT

Professional Deployment Services

TelSolv

DECREASE TIME TO DEPLOY	REDUCE COSTS	IMPROVE USER EXPERIENCE

Order Management

- One Marketplace
- Managed Standards
- Managed Inventory
- Supply Chain Management

Depot & Disposition

- Advanced Exchange
- Spare Pool Management
- Triage/Repairs
- Inventory/Storage
- IT Asset Disposal

Staging & Configuration

- Software Configuration
- Accessory Installation & Kitting
- Burn-In & Asset Tagging
- 1:1 Configurations
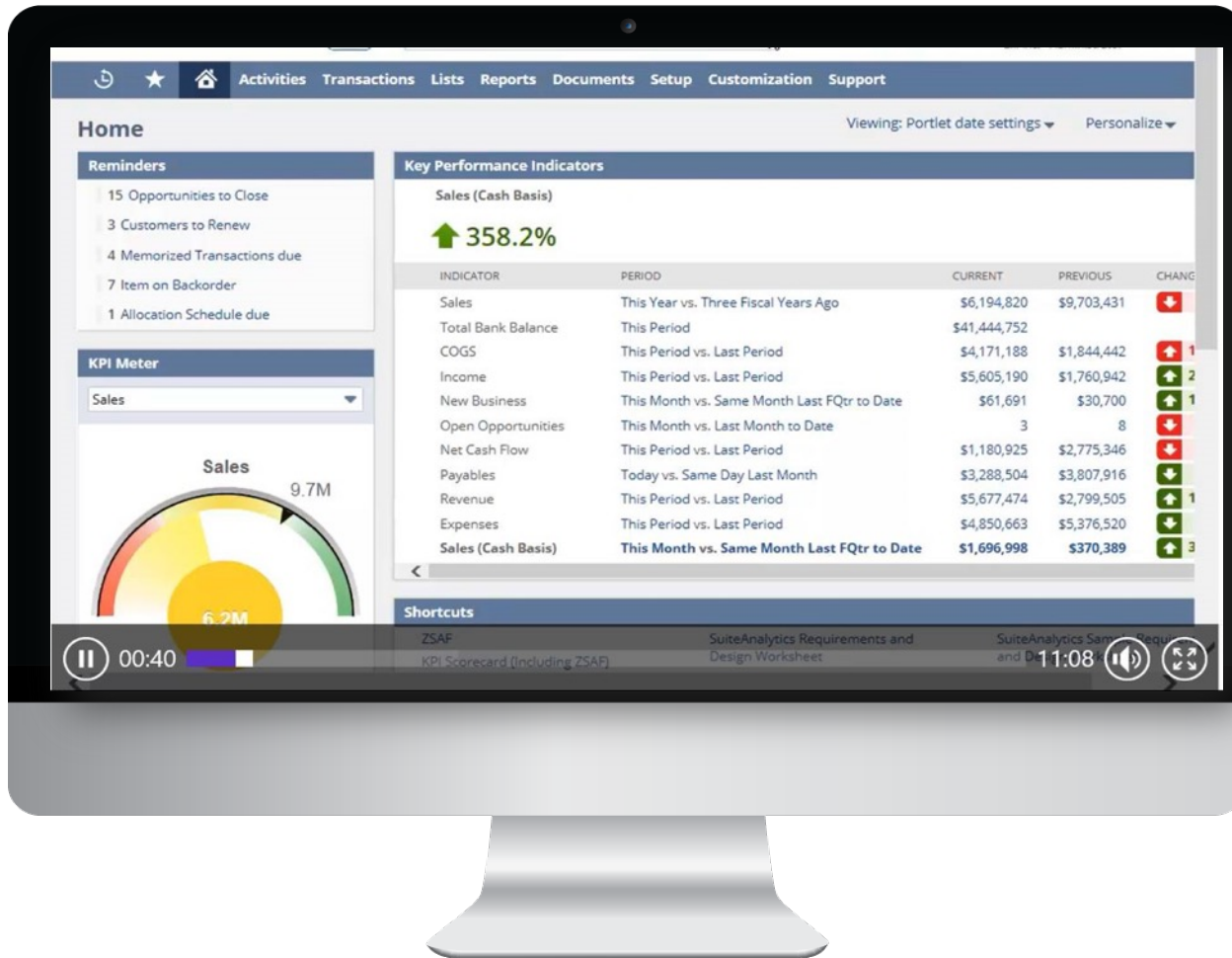- SIM Card Activation & Provisioning
- First Article Testing

Logistics & Coordination

- Upgrades
- Onsite deployment
- Advanced User Profiling
- Logistics Coordination
- Project Management

TelSolv Systems & Infrastructure

- Enterprise-grade systems
- Oracle NetSuite
- Ariba / Coupa integrations
- Direct APIs to customer
- Payment options
  - Net terms 30/60/90
  - Leasing
  - Lockbox
  - Credit card
  - Apple financial services

- Vetted Partner:
  - Facility Audits
  - Financial Health Audits
  - Risk Audits

Ordering & Inventory Management

Ordering Portal manages timelines for order fulfillment and delivery

- Order Confirmations
- Prompt and Reliable Order Fulfillment
- Shipment Notifications with Tracking Information
- Detailed Order Reporting
- Stocking and Inventory Reporting
- API Integration
- Payment Processing
- 30 Day Terms
- ACH – Wire Transfer
- Credit Card

Mobile Device Management

PROCURE AND MANAGE

- Dedicated UEM team fully manages your environment regardless of vendor

- Ease of onboarding through device requirements, policies, and applications

- Provision and enforce corporate security policies

- Improved visibility through a single source of truth for inventory, usage, security, and potential points of failure

- Prepare for the future as IT asset lifecycle management evolves

Advanced Exchange & Spare Pool Management

- Support for damaged devices

- Tickets submitted before 2 p.m. ET will have "Advanced" device next business day

- Customer to provide spare pool

- Devices in warranty are submitted and facilitated with OEM for repair

- Devices outside of warranty are submitted to TelSolv depot

- All repairs will be quoted for time and material

- Approval required prior to work being completed

Device Reclamation

Supporting redeployment or recycling of existing inventory

Sanitize, suspend data plan and restock

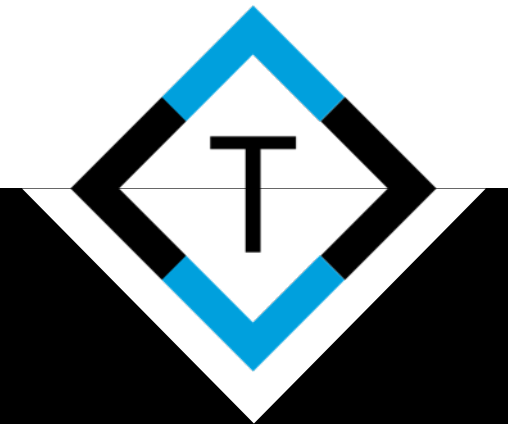Inspect each device for functionality, missing parts

Data wiped utilizing industry best practices and privacy rules

Determine if a device is fit for reuse or if it should be responsibly recycled

Thank you

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