

 Service4You

## Service4You

Reducing costs and securing processes through flexible, scalable services

Cover your products right from the moment of purchase from wear and tear, accidents, or hardware failures. Our regional service centers and global service infrastructures provide you with the best possible protection against unforeseen failures. Benefit from comprehensive services and protection at no additional cost during the multi-year service period. Expensive emergency repairs belong to the past. Optimized Total Cost of Ownership - TCO.

Service4You assures you that your equipment is up and running, so that your business-critical processes do not come to a standstill. Only pay for what you really need: Determine the services and processing time yourself based on the service levels. The services can be finalized within 20 days of purchasing the product from ICS. Service4You ensures that you can be back to productivity as quickly as possible.

# Offering flexible, scalable services to ensure your success tomorrow.

## Data Diagnostics

In addition to the actual repair, your devices are checked by specially trained employees before the actual repair process, specifying the error precisely and, if necessary, reading out or downloading important data from the device.

## Staging options

As part of our general configuration services, we have various options in our portfolio that we constantly optimize and expand to ensure the maximum performance of your devices. For example, as part of a configuration or repair, we are able to charge and check the batteries of your devices, make customer-specific modifications/optimizations to the devices, etc.

## Asset Management

Track your devices, licenses and usage data and make sure your mobile devices don't give you any unpleasant surprises during the next audit. As part of asset management, we take care of device inventory, management and tracking for you. Periodically, e.g. monthly, you receive precise information about which devices are available in your company, in which configuration and with which licenses, as well as information about the type and scope of repairs.

This allows you to optimize your costs for new hardware and licenses by, for example, transferring licenses from defective devices to new ones.

## Mobile Device Management

The management of fixed IT infrastructure components is already a real challenge, and its complexity increases significantly when it comes to mobile devices. We offer you scalable and custom-fit solutions, also and especially for your robust mobile devices in various forms. From helpdesk functions such as remote support and the rollout of software and/or firmware packages to security features such as a wipe-out in the event of device loss and - depending on the degree of integration of special device features in the MDM solution - proactive warnings, e.g. in the event of a deterioration in battery performance, every conceivable expansion stage is possible, from the standard to the completely customized special solution.



## Services4You

### Benefits

- Flexible and scalable services
- Cost reduction
- Defined response times (SLA)
- Transparency through standardized processes
- Process reliability due to service management software
- Rollout - planning and implementation

### Professional Repair Services

- Extended warranties
- Guaranteed repair turnaround time
- Configuration service
- Initial configuration service
- Staging options
- Image maintenance

### Remote Services

- Data diagnostics
- Asset management
- Hotline services
- Mobile Device Management
- Remote diagnostics
- Self-service

### Field Services

- Onsite service
- On premise service
- Installation service

### Logistic Services

- Pick-Up service
- Courier service
- Dispatching services
- Depot service
- Shipment control / costs

Our customers benefit from flexible, scalable services:

