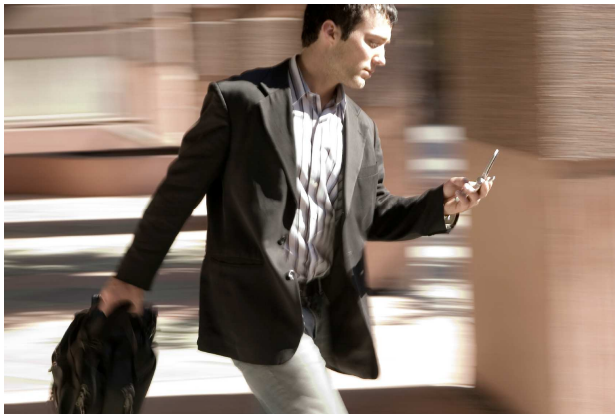


# Managed Mobile Services

## Flexible managed mobile communication services for the enterprise

There is no getting away from the fact that our dependency on mobile business communications is growing. No longer just a convenient way to make telephone calls when we are on the go, but a critical business tool that enables us to exchange email and share information whenever and wherever we are.



Developments in mobile technology mean we can communicate in various ways and use an increasing number of business applications from a single handheld device. No longer considered a commodity device, the mobile handset has become a critical part of business IT infrastructure.

However, using a modern multifunctional handset does not automatically deliver business efficiency – it's vital that your investment is effectively managed and supported, and given the same level of priority as traditional networks and fixed telephony services (something we often take for granted).

And not just in terms of network availability and connectivity, but also in respect to securing information on mobile devices and underpinning the critical role they have to play in delivering business continuity.

As fixed and mobile convergence gathers pace and cellular data services become commonplace, the demand for *'anytime-anywhere-anyplace'* connectivity to business resources is becoming a fundamental requirement of communication strategies.

By having a sole service partner to deliver voice, data and mobile solutions, many organisations now manage mobile contracts as a central IT responsibility.

Imerja has developed a range of flexible mobile services in response to the demand for robust business mobile communications. Working with the UK's main network providers we offer competitive tariffs for our customers regardless of the voice and data usage profile. We provide:

- consultancy services for the provision of mobile telephony contracts
- bespoke billing with analysis and review on a regular basis
- tailored SLA driven support services across complex mobile estates
- the hosting of critical mobile enabled devices and applications.



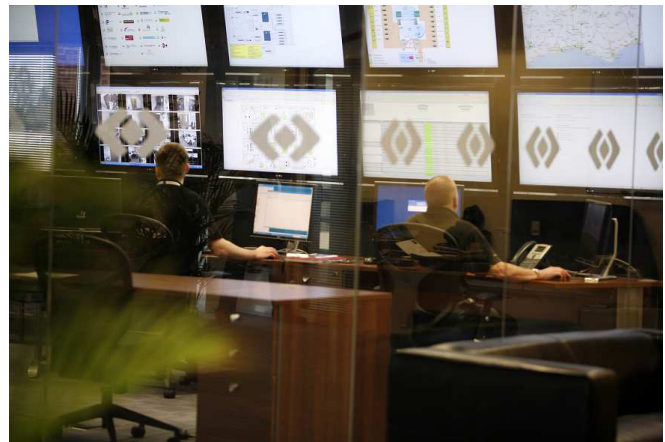
We see IT from  
**your perspective**

*Imerja provides a comprehensive managed service solution that incorporates voice, data and video all controlled from our 24x7 service centre*

Our services are designed to support your business activities, and can include:

- **Hosted Blackberry Enterprise Service** – providing centralised management of your mobile estate, forced security and policy updates underpinned by a 24x7 service desk and bespoke Service Level Agreements (SLAs).
- **Replacement Handset SLA** – personalised replacement service for the enterprise market, offering rapid exchange of faulty equipment or replacement for lost/stolen.
- **24x7 Critical Handset SLA** – ensuring minimal downtime when device is lost or stolen, with remote data purging on the device ensuring your organisations data is not compromised and with couriered replacement to an agreed SLA.
- **Lone Worker** – instant notification to the 24x7 operations centre when entering and exiting a hazardous or high risk environment with escalation automatically invoked to ensure the safety of lone worker.
- **Hardened Notebook** – locked down and managed device, including 3G access for secure remote working, ensuring a high degree of security for high end users.
- **Remote Access Solutions** – fully managed remote access solutions for the home, roaming and remote worker.

These and other services can be seamlessly integrated with your wider IT strategy, and form an important part of your overall business continuity plan.



Regular Service tariff reviews complimented by expert advice and technical understanding of managing critical IT estates, ensure that our customers continue to enjoy best value from their investment whilst receiving excellent service to support their business activities.

As demand and dependency on mobile communications increases, organisations need a different level of service, and a different type of service provider. By placing all of your communications in the hands of one service provider is the best way to ensure your business is kept mobile and secure. Imerja gives you peace of mind that your business communications are fully protected around the clock.

To find out more about Imerja's wider portfolio of voice services, including fixed line services and IP Telephony, please contact us at the address below, or email [info@imerja.com](mailto:info@imerja.com).

*Working with the UK's top network providers*



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