

Mobile Device Management Scope of Support

Per Incident

Per Incident support covers up to an hour of support for MDM related issues. Level 3 Protection attempts to resolve any given MDM issue in the hour given. If the issue is not resolved within the hour, customers can either end support or continue at an additional incident charge. We can resolve software and platform issues that can be resolved with remote connection or access to the platform portal, issues include the MDM platform portal or the Device Enrollment Platform. We can assist to resolve issues with hardware remotely with the aid of the customer, ie Device enrollments, Device Factory Reset, etc. The device must be available for troubleshooting.

While we do our best to resolve every issue that comes our way, we cannot guarantee resolution directly, but we will work with any third party carrier or service provider to reach a resolution.

Unlimited Support

Unlimited support provides customers with an unlimited number of support requests for the duration of their Unlimited Support contract. Level 3 Protection attempts to resolve any given MDM issue in a reasonable amount of time, usually less than one hour. We can resolve software and platform issues that can be resolved with remote connection or access to the platform portal, issues include the MDM platform portal or the Device Enrollment Platform. We can assist to resolve issues with hardware remotely with the aid of the customer, ie Device enrollments, Device Factory Reset, etc. The device must be available for troubleshooting.

While we do our best to resolve every issue that comes our way, we cannot guarantee resolution directly, but we will work with any third party carrier or service provider to reach a resolution.

ScaleFusion

ScaleFusion support provides customers with an unlimited number of support requests for the duration of their contract. Level 3 Protection attempts to resolve any given MDM issue in a reasonable amount of time, usually less than one hour. We can resolve software and platform issues that can be resolved with remote connection or access to the platform portal, issues include the MDM platform portal or the Device Enrollment Platform. We can assist to resolve issues with hardware remotely with the aid of the customer, ie Device enrollments, Device Factory Reset, etc. The device must be available for troubleshooting.

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