

Managed Mobility Services (MMS)

Hyperion makes it easier for customers to deploy and maintain mobile devices for their employees by handling all the labor-intensive and complex tasks associated with a mobility services program. This includes:

- Procuring and financing devices
- Advanced staging and device management services
- Intricate kitting and logistics needs
- Deployment and installation support
- Managing device lifecycle and repair services
- Wireless technical support including Mobile Device Management (MDM) administration

By offloading these tasks, companies can avoid the need to invest in and maintain their own mobility support infrastructure. This can save significant time, money, and resources that can be better spent on core business operations.



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Learn about Hyperion's advanced managed service offerings.



Managed Services

- Single Source Telecom Support:
 - Level 1 Single Source Mobility Support
 - Level 2 Helpdesk-to-Helpdesk
 - Level 3 Engineering & OEM Support

- Customer Success Manager focused on Client Delivery

- MDM Environment Implementation & Administration
 - Existing Client MDM Environment Support

- Device Warranty Support

- Device OEM and Network Carrier Escalation Support

- Technical Support:
 - Procurement Portal & Order Support
 - 1-800 number
 - E-mail Support Box
 - Self-Service Request Tool

Lifecycle Management Services

- Device Consulting, Image Development, & Sourcing
 - Deployment Planning & Project Management
 - Multi-Vendor Aggregation

- Order Fulfillment, Small-to-Large Scale Deployment Services

- Inventory & Spare Pool Management
 - Advanced Exchange & Repair & Return Programs
 - Return Dispositioning / Grading

- Device Staging & Carrier Activation
 - Mobile Device Management (MDM) Enrollment
 - Application Installation
 - Asset Tagging & Management
 - Pre-Installation of Accessories
 - Functional Testing
 - Quality Control

- Standard & Custom Kitting and Labeling

- Reverse Logistics Support, Device Recovery when devices need to be pulled back from the field or a site

- Integrated Warranty & Break / Fix Repair Support, Lifecycle Management Depot Services



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