Take Back Your Time

With Barcodes, Inc. TrueSupport

Protect your mission-critical operations from downtime with full-service support of your equipment and technology. We'll handle the headaches so you can stay focused on growing your business.

Optimizing devices, managing repairs and everything in between exhausts internal resources. Instead of overloading IT, turn to Barcodes, Inc. TrueSupport.

This support service provides unmatched experience, efficiency and proven results to unburden your team so they can focus on driving business value.

Access our first-class service and support via the My Assets & Services portal.

Barcodes, Inc.
TrueSupport

- Consistent & Reliable Support.

- Experienced support team that responds in a click or call.

Free Your Internal Teams from Device Management

When your internal resources are freed up from device management and support, you receive:

Faster response times
Free up your IT team's time by outsourcing user support.

Reliable device experience
Support mobile workers by maximizing device capabilities.

Improved uptime
Turn to the experts for quick repair turnarounds.

Predictable expenses
Reduce unexpected expenses and budget for fixed OPEX costs.

TrueSupport:
Your Zero-Hassle Solution to Device Support

Let's face it, things break. Get back up and running quickly with our TrueSupport service. This platinum support service provides you with guaranteed help desk access, technical support, and repair management. Our experienced TrueSupport teams maintain current industry certifications to quickly triage device issues and will manage the entire repair process.

Support & Helpdesk

Leverage TrueSupport specialized experts for fast diagnostics

Streamline support and repair requests through the My Assets & Services portal

Get TrueSupport managed repair services, including post-repair device configuration and SIM provisioning and deployment

Utilize our repair process for all your enterprise devices—including mobile computers, tablets, scanners and printers

Reporting & Analytics

Easily access and view device reporting and repair status

Get one-stop visibility with the My Assets & Services portal

Manage assets, service requests, support tickets and contracts
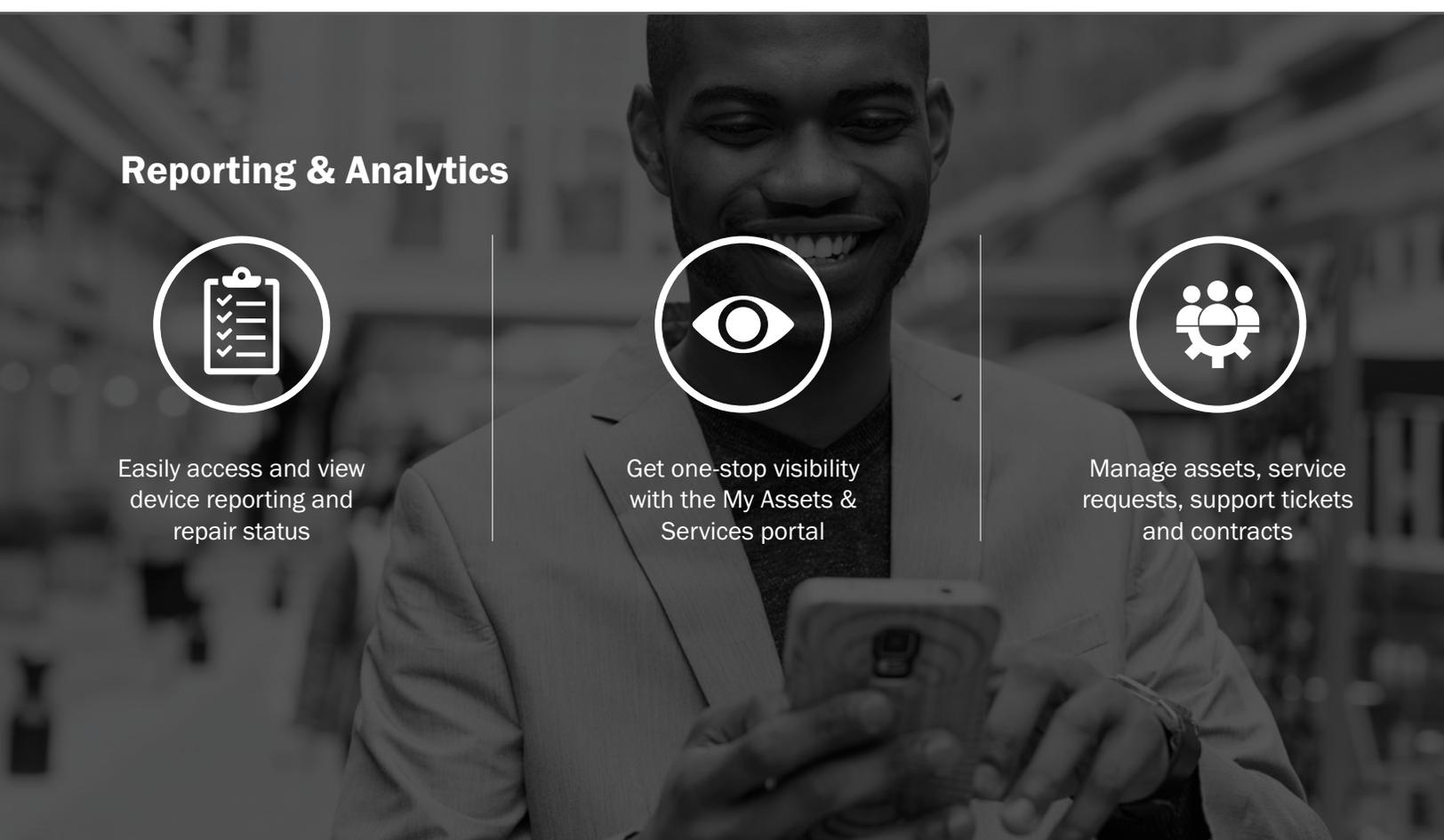
# Device Management & Visibility at Your Fingertips

My Assets & Services Portal

Take control of your enterprise device support with the My Assets & Services portal. Access the portal and get anytime visibility into all of your devices from one easy-access dashboard.

Enhance Your Device Management

Get broader visibility with reporting and analytics

Streamline support and view repair statuses in real time

Spot issues and initiate proactive practices to improve device uptime

Your Mission Control: The Report Dashboard

- Instant visibility into enterprise-critical reports

- Drill down into the numbers and export for easy sharing
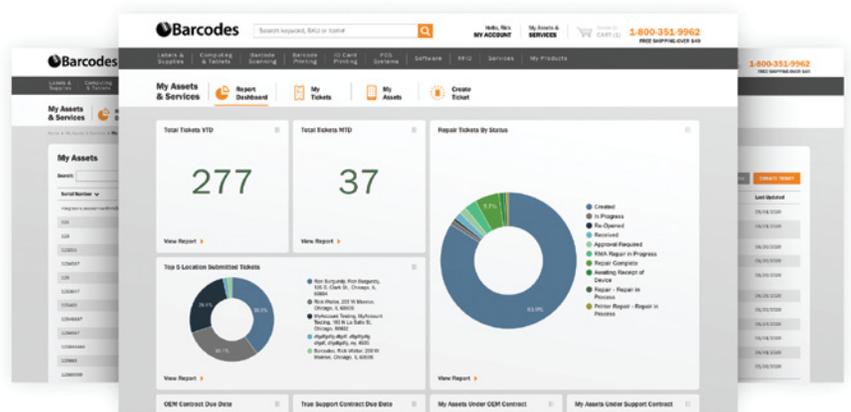
My Tickets

- Quickly create support and repair tickets

- Enter comments, questions and image files

- Receive ticket dialogue from the TrueSupport team

My Assets

- View and manage your enterprise devices from one place

- Assets with corresponding serial numbers are preloaded from Barcodes, Inc.

- Add your own assets for support or repair services

- Asset details with support and repair information for each device
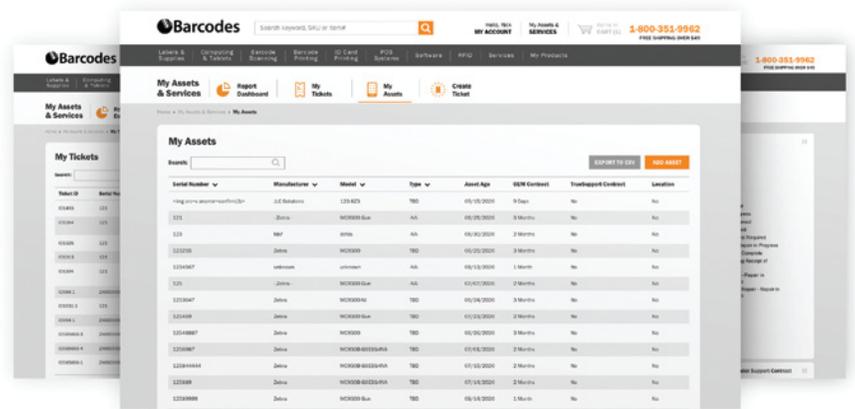
My Contracts

- Gain quick visibility into support and repair contract statuses

- View assets by serial number covered under each contract type

- Assess contract utilization with associated support and repair information
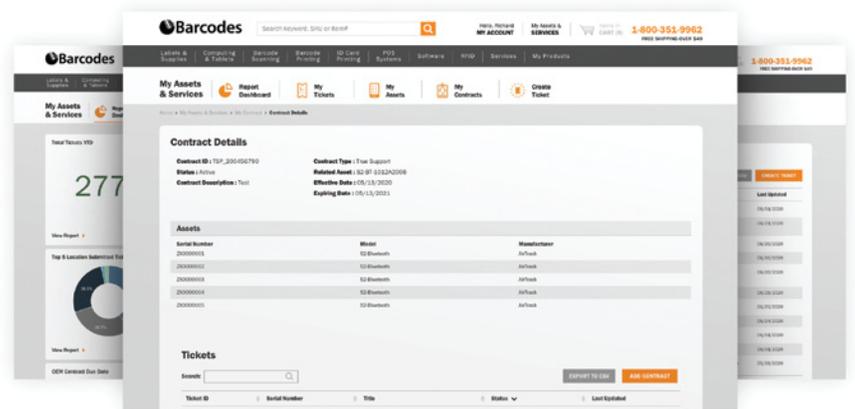
We'll Handle Your Devices.
Do What You Do Best with TrueSupport.

Ready to get enterprise-wide visibility and the support your team deserves?

Let IT teams get back to what they do best: drive value for your organization. Relieve the support burden and gain peace of mind when you get TrueSupport with the My Assets & Services portal.

Contact us to get started

Barcodes

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