Barcodes

BarcodesInc.com

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.



Improved uptime

Turn to the experts for quick repair turnarounds.



Reliable device experience

Support mobile workers by maximizing device capabilities.



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

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Device Management & Visibility at Your Fingertips

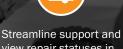
My Assets & Services Portal

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



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

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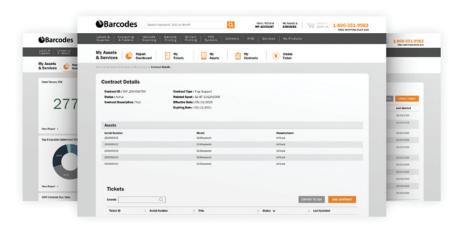
My Assets

- 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

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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



Phone: 800.351.9962 Email: learnmore@barcodesinc.com www.BarcodesInc.com