



LONGBOAT

WIRELESS MANAGED SERVICES

MOBILITY STREAMLINED

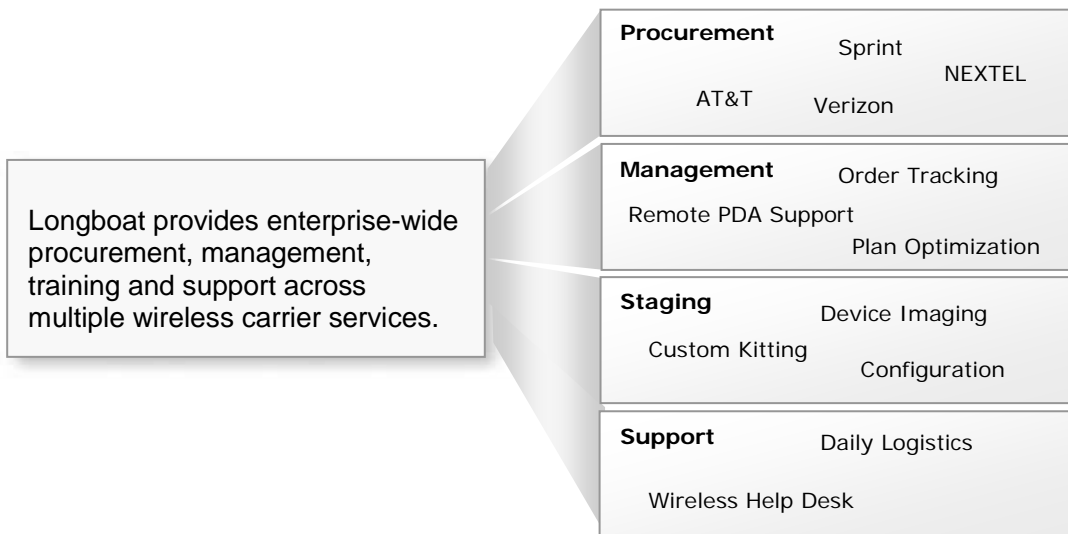


WIRELESS MANAGED SERVICES

Streamlined Mobility Management

Enterprise organizations can save money, time and staff resources by outsourcing wireless help desk services to Longboat. Longboat Mobility helps business clients manage wireless responsibilities throughout the enterprise organization. We specialize in mobility procurement, order management, mobile application training and overall account support.

Your multi-carrier wireless help desk solution.



Reduce frustration by offloading wireless management workflow to a team that has all of the carrier tools necessary to be effective. Whether your organization wishes to customize each individual fulfillment, track wireless orders or provide a comprehensive wireless help desk, let Longboat be your reliable and flexible partner. Our mission is simply to be the best in supporting your mission.



WIRELESS MANAGED SERVICES

Our Carrier Partners

Longboat Mobility has been a Sprint | Nextel Business Solutions Partner for over five years. As a Sprint BSP, Longboat has access to key areas of Sprint and Nextel billing and provisioning platforms that make us very effective in accurately and quickly processing requests for our clients. Likewise, we are part of AT&T Mobility's Business Alliance Channel, giving us the tools necessary to efficiently support your enterprise wireless needs.



Sprint Nextel offers a comprehensive range of wireless and wireline communications services bringing the freedom of mobility to consumers, businesses and government users. Sprint Nextel is widely recognized for developing, engineering and deploying innovative technologies, including two robust wireless networks serving 54 million customers at the end of the second quarter 2007; industry-leading mobile data services; instant national and international walkie-talkie capabilities; and a global Tier 1 Internet backbone.

- *Sprint Website*



Wireless from AT&T, formerly Cingular Wireless, is the largest wireless company in the United States, with more than 63 million subscribers who use the nation's largest digital voice and data network. AT&T is dedicated to providing customers with wireless technology designed to enrich their lives.

- *AT&T Website*



Verizon Wireless operates the nation's most reliable and largest wireless voice and data network, including the largest 3G broadband network. Verizon Wireless is the largest wireless carrier in the U.S. with 87.7 million customers and has the highest customer loyalty in the industry.

Customers: 87.7 Million
Employees: More than 87,000
Annual Revenue: \$58.6 Billion

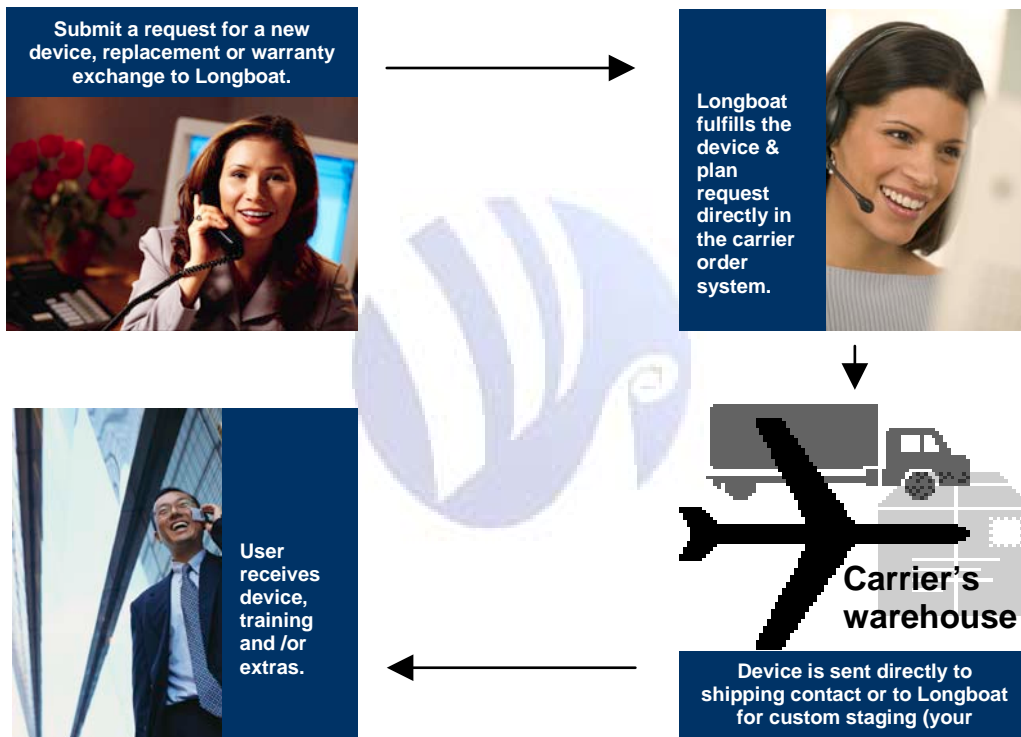
- *Verizon Website*



WIRELESS MANAGED SERVICES

Wireless Procurement

Streamline your order process across regions and cost centers. You can better manage to internal service level agreements, successfully keep billing in the format required by accounting and offload tasks that would otherwise need to be carried out by staff members by leveraging a national single point of contact for order processing.



Wireless Procurement - *Custom Fulfillment Options*

You can choose to have devices drop-shipped directly to each individual, or we can customize your order with just about any treatment you wish. Devices that go through custom fulfillment from Longboat will take an extra 1-2 days to arrive, depending on shipping preferences.

- Include a Wireless Welcome Letter
- Include Employee Discount Flyer
- Test Voice & Data Services Prior to Shipment
- Ensure Battery Life is >50%
- Bundle useful client applications at the point of fulfillment
- Package special accessories at wholesale discounts
- Update firmware



WIRELESS MANAGED SERVICES

Wireless Procurement – *Centralized Order Processing*

Centralizing wireless procurement through Longboat will help ensure that all orders are provisioned on time and with the correct accounting labels assigned each time. Eliminate the brief case time that naturally takes place with field sales managers and account reps. As part of the pre-boarding preparation, we educate our representatives on the order processing details specific to your account. This will provide you with a consistent experience across your organization.

Below are the list of carriers and types of requests we can process for each.

	New Activation	Port Service	Upgrade / Replacement	Warranty Exchange
Sprint	✓	✓	✓	✓
Verizon	✓	✓	✓	✓
AT&T	✓	✓	✓	✓

Centralized Order Processing Benefits

- ⇒ Accelerate delivery time
- ⇒ Ensure consistent rate plan / accounting field set up with each order
- ⇒ Standardize handset options



WIRELESS MANAGED SERVICES

Wireless Management Services

How effectively do you manage your wireless plan today? With Longboat, you will know the status of your device and plan requests at any given time, have the ability to reference a historic order report for bill reconciliation and take advantage of periodic plan optimization audits so that your wireless plan is as efficient as ever.

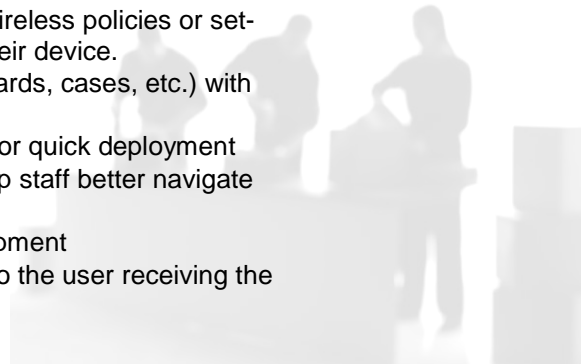
Order Tracking

With each order placed, the order placer receives a confirmation in email with a hyperlink that allows him/her to check the status of the request. In the event a shipment doesn't arrive when expected, a simple click allows the user to obtain information about their order. Each week, a tracking report is provided to each order placer that had activity that week so that your organization can stay on top of their wireless assets.

USER NAME	WIRELESS NUMBER	DEVICE MODEL	MSN	SIM ID
John Smith	555-555-1234	MOTOROLA XX	55555555555	8901 5555 5555 5555 555
Jane Smith	555-555-1235	MOTOROLA XX	55555555556	8901 5555 5555 5555 556
Joe Smith	555-555-1236	MOTOROLA XX	55555555557	8901 5555 5555 5555 557

Custom Staging

- ⇒ Communicate custom messages (such as wireless policies or set-up instructions) to staff when they receive their device.
- ⇒ Bundle essential accessories (such as SD cards, cases, etc.) with each device at a wholesale discount.
- ⇒ Receive device shipments logically labeled for quick deployment
- ⇒ Load custom training videos designed to help staff better navigate their device and application software.
- ⇒ Ensure battery life is sufficient with each shipment
- ⇒ Verify that voice & data services work prior to the user receiving the device



Plan Optimization

Longboat can help eliminate wasteful spending by aligning the organization's usage needs to the best available rate plans offered by each carrier. An in-depth review of your wireless spending and usage can dramatically reduce overall wireless expense.



WIRELESS MANAGED SERVICES

Device Imaging & Management

Below is a list of mobile device options designed to support policies surrounding corporate security, worksite compliance, information technology and management policies.

Imaging

Companies can limit the features available on mobile devices, streamline access to vital productivity applications and brand each device with company-specific design.

Mobile Device Management

Longboat can remotely configure, manage and troubleshoot devices, shut them off in case of loss and load applications and updates as needed while your staff is in the field.

Offload IT Resources

Reduce calls to IT help desk members by offloading technical support and troubleshooting to Longboat. Pre-configuration by Longboat further assists IT departments in deploying quickly and efficiently.

Capitalize on your Mobility Investment

Simplify devices to solely include mission critical applications and speed up the learning curve of your user base. Cost can be better controlled by limiting access to such things as text messaging.

Enhance Security

We can password protect Windows Mobile devices and remotely wipe them or lock them down in the event a device is lost or stolen.

Support Services

Enterprise wireless plan administrators spend an enormous amount of time handling the day-to-day logistics surrounding their corporate wireless plan. Account billing changes, handset swaps, phone number changes, bill reconciliation, etc., can all be managed much more effectively if the administrator doesn't have to spend a lot of time on the phone, dealing with each individual issue in real time. Longboat offers the ability to offload these tasks with a simple email request.

Wireless Help Desk

We can provide a dedicated help desk that will become familiar with each business unit's distinct wireless profile. We can perform any of various wireless support services as required by your organization. Longboat can tailor a schedule that will provide your business with the coverage it needs coast to coast. Whether you have a centralized or distributed procurement model, we can tailor our support to match your needs.

Sample Corporate Image

Only a few applications and features are accessible, represented by icons on the field technician's home screen.

