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Why Mobile Support is So Important from Your IT Department

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Mobile support is exactly what it sounds like – mobile devices which require technical support. IT companies are now faced with growing changes that require support through multiple devices, such as smartphones and tablets, rather than desktops or laptop computers. Mobile support is designed to meet the demands and surpass the constraints of devices. Through mobile support, a company is able to rely on their IT department in order to take complete advantage of their full capability.

DMS Technology Offers the Best Mobile Support

We keep in mind your vision for your business. You know how to run an effective and profitable professional firm. We know that your technology is the nervous system that keeps your business operations running smoothly. Here at DMS Technology, we can help you run more effectively by leveraging the mobile support focused specifically on your technology's development.

Mobile Support Deliverables

Mobile support can be the slight edge your business needs to improve the service you offer to your customers. Your business

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can use a variety of communications technologies, including: wireless fidelity (Wi-FI), Bluetooth, 'third generation' (3G), 'fourth generation' (4G), global system for mobile communications (GSM) and general packet radio service (GPRS) data services - data networking services for mobile phones, dial-up services, and virtual private networks, which gives your business the flexibility to access a mobile device or a home/work office via the Internet. Overall, mobile users share content twice as often as desktop users.

■ End User Computing

The basic fundamental concept of EUC is consumer association to smartphones, social networks, and Cloud services. End user computing is a revolutionary design that is changing the way that corporations do business. The primary goal of an EUC platform is to seamlessly integrate services in a manner that the user remains oblivious to whether the service is located and managed locally or in the Cloud.

72% of consumers have a more positive view of a company if it provides a mobile customer service app.

■ Network Security

You can rest assured you will have IT experts that take the full responsibility to support and provide the tools to manage your mobile security. This includes all operating system updates, mobile apps, and mobile device management/enterprise mobility management.

■ Unlimited Access to Experts

Outsourcing your IT department will give you peace-of-mind not only for all your IT support but all the devices and mobile operating systems available. Mobile device

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support gives organizations access to support that might not be easily accessible through in-house support. A mobile device support provider can assign its in-house experts across multiple customers based on any number of factors. This flexibility spreads out the cost of that expert's salary and saves customers money while still affording them 24/7 access to specialized skills and knowledge.

DMS Technology is Your IT Department

Our teams at DMS specialize in business technology advising and management. Technology is as important to your company as to large, enterprise-level businesses. We deliver the same enterprise level IT consulting and management at a rate practical for your professional firm. Our specialized DMS model is a proactive management plan that ensures you're investing in the most effective technology to support your business objectives and achieving optimal return on investment, without the overhead of an in-house IT staff.

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