



## TAB CARE SERVICES

**dbNix Systems** leverages its domain knowledge and data expertise to develop high quality, cost effective solutions specific to each Customer's requirements.

Our TAB Care Services facilitates systematization, inventory management and onsite support of Tablet devices across India with below advantages.

### Support Helpdesk

- Easy Service Request logging with a single phone call.
- Timely updates for Service Requests logged with our Support team.
- Easy access to Warranty details and other device related details for authorized users.

### Mobile Device Management (MDM)

- Dedicated team to handle the activities of EMM console.
- Monitor and Control permissions through MDM Application of all device users.

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## Maintenance of Existing Devices

- Onsite support for initial troubleshooting.
- Pick up and drop facility for devices with hardware issues for fault repair from service centre.
- Temporary device allocation in cases of hardware faults.

## New Device Distribution

- Distribution of devices to various customer office locations across INDIA as per user allocation.
- Tracking mechanism to ensure that the device has reached user location on time and without any damage.

## Installing Customer Application(s) / MDM Staging

- Ensure the new device is pre-loaded with required Customer Application(s) / MDM Application.
- Ensure all existing devices have the Customer Application(s) / MDM Application loaded post repairs.

