

Fully Managed Service



CMS SupaTrak has supplied fully managed IT services to some of the most demanding industry sectors for over 16 years. Since the advent of low cost wireless communication via GPRS, we have pioneered the delivery of fully managed mobility solutions with organisations including Royal Mail and Christian Salvesen. Unlike the deployment of desk top solutions, mobile application deployments introduce some unique challenges. CMS SupaTrak has developed the wireless infrastructure necessary to handle large volume mobility deployments and has the depth of experience to overcome these challenges.

Typically a mobility deployment will include:

- Device selection and procurement
- Client application selection and development
- Wireless middleware gateway
- Interface to back office system
- Mobile network connection and SIM provisioning
- Fulfilment of devices
- Web development and hosting
- Deployment training, documentation and support
- Ongoing support

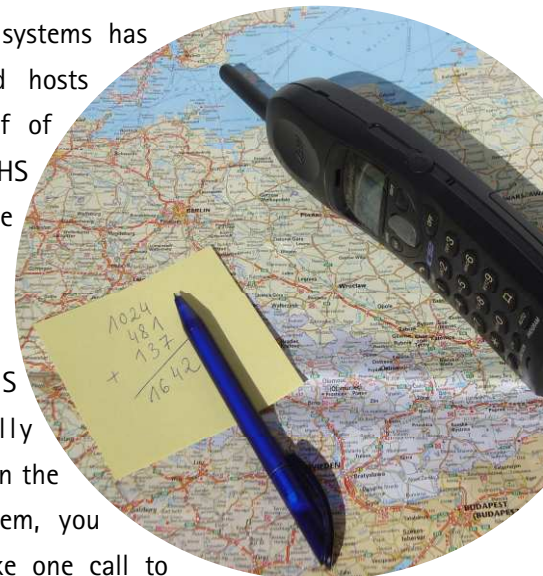
CMS SupaTrak offer a fully managed service providing all of these components and supporting them from a fully staffed customer service centre located in the UK, providing round the clock monitoring and support. Our staff have

experience with companies large and small and have been involved in mobility deployments and ongoing service provision with companies including Royal Mail, Christian Salvesen, RAC and Thames Water.

Customer service and support are very high on our list of priorities. We appreciate that in today's fast moving and ever changing business environment that IT systems create the backbone of most companies. The visibility of a company's field resource and fleet vehicles becomes paramount to the provision of the service to its customers and the profitability of the business.

Our data centre, which hosts the mobile and in some cases office/web based systems has full approval and hosts systems on behalf of Royal Mail, the NHS and other large organisation.

With a CMS SupaTrak fully managed service, in the event of a problem, you only have to make one call to determine and resolve the issue.



For further information please call us on **0844 477 4870** or visit **www.supatrak.com**