



# MCW Enterprise Services

*Provided by Mission Critical Wireless, LLC*

**MCW can perform all the functions in our facilities that your customer's IT Administrator would typically be required to perform on site. Based on the customer requirements and the wireless server application, these server management services can include:**

## **Administrative Services**

- Add / Remove user accounts.
- Reset accounts.
- Assign / Change user passwords.
- Remote handheld lock and data wipe of lost or stolen handhelds.
- Set and administer Activation Passwords.

## **Maintenance Services**

- Remote Application Installations/Upgrades.
- Monitoring Application services / performance statistics.
- Troubleshooting application issues.
- Performance tuning / configuration changes.
- Security settings / Policy settings.

*\*If the client prefers to perform the administrative functions, Mission Critical Wireless can provide consultative technical server support services on a stand alone modular basis. Dedicated help desk services can also be added.*

## **Benefits for YOU, our client**

The enterprise customer will have the benefit of a **certified engineer** taking on the responsibility of managing their wireless enterprise application. Best Practices along with security guidelines and architecture recommendations will be strictly adhered to. All application upgrades and patches will be installed by MCW guaranteeing the latest version will always be installed. Your company would not need to allocate any extra headcount positions to effectively manage their wireless application. The server management option is usually provided in conjunction with MCW's client help desk service. In fact, an organization utilizing server management can be confident that they will always have the latest, state-of-art version of the wireless solution servicing their company.