



Certified Professional Services



Wavelink Corporation has been the industry leader in the enterprise mobility sector since 1992, with over 4 million clients deployed across the globe.

Wavelink is improving their services and customer support through the introduction of Wavelink Certified Professional Services.

It is about providing you with more than just powerful and secure software to help meet the demanding real-world requirements you face in the mobile industry.

Leverage our broad technology expertise in the deployment of your Wavelink management and application solution.

Certified Professional Services Packages - A Turnkey Solution

Wavelink's Certified Professional Services accelerate the successful planning and deployment of Wavelink's network management and auto-ID data collection (AIDC) systems. You will know up-front what service will be performed and be able to take full advantage of Wavelink's AIDC technology expertise, or customize a package to fit your unique requirements. You rely on Wavelink to accelerate application delivery, reduce device management and support costs, and tighten network security, now let us ensure your solutions are up and running with as little interruption as possible allowing you to generate ROI that much quicker.

Removing the Boundaries with Certified Professional Services

- Provides rapid deployment and end-user adoption of Wavelink's wireless management and application solutions.
- Provides expert installation of all Wavelink products across heterogeneous devices and networks.
- Allows end-user IT staff to maintain focus on critical business functions.
- Allows end-user Operations staff to perform revenue-related activities uninterrupted.
- Helps assure ROI schedules are met.
- Ensures that even difficult AIDC related installations are performed successfully.
- Provides for optimal performance from mobile users and equipment.
- Ensures Operations staff are trained to take maximum advantage of application features.

Experience Comes Standard

- Wavelink Certified Service Consultants are experts in AIDC networking and applications. They are experts with Wavelink software and solutions whether you're installing a new application or upgrading an existing version.
- We are professionals and our trained installers provide best-in-class Professional Service discipline including complete change control and project management.
- You trust us to provide high-quality products and can trust that Wavelink Certified Service Consultants deliver Professional Services only. Our certified experts won't be reselling or cross-selling additional software or hardware.
- Like our product's, you will know what we are providing. You will receive a Statement of Work outlining the scope of the project, ensuring quality service, definition and expertise.



Deploy your solutions faster, generate ROI sooner

Consulting Services

With all of Wavelink's consulting services, our Certified Service Consultants will work with you on-site to ensure that all of your specific objectives are met and ensure that software is deployed correctly to all applicable devices.

Avalanche Basic Installation and Configuration

Software will be installed and configured on your network connected server(s) and tested on your handheld devices in your environment. Once approved, the software will be deployed.

Avalanche Upgrade Service

To ensure a smooth upgrade, your existing Avalanche implementation will be reviewed and then a plan will be created to back up all of your existing profiles, management policies, and deployment policies. Execution will complete the migration.

Speakeasy™ Quick Start Installation

Speakeasy will be installed on a Wavelink Telnet client running on your supported handhelds.

Voice-enabling scripts will be created and deployed to applicable handheld devices and training will be provided to ensure staff fully understands scripting set-up and operation.



Wavelink Remote Support Services

A turnkey solution, Wavelink's Remote Support Services allow the customer to take full advantage of Wavelink's breadth of AIDC technology expertise, via interactive, internet-based support sessions. Wavelink Remote Support is available for Studio, Emulation, Industrial Browser, Speakeasy, Avalanche Infrastructure and Avalanche Mobile Device management solutions.

Custom Professional Services

Let us create a custom package for your organizations deployment needs. Call a Wavelink representative for more information.

Training Services

Training services are offered either on-site or as interactive remote support services using an internet web meeting system. Wavelink's training services provide either remote or on-site assistance on basic installation and configuration of Wavelink software in your environment.

Avalanche Custom On-site Training

Comprehensive onsite training that covers the basic installation, configuration and operational use of either Avalanche Mobility Center or Avalanche Site Edition. Training is a customized, hands-on training program that covers your specific objectives and challenges.

Avalanche Package Builder On-site Training

For customers with proprietary or third party applications that need deployment via Avalanche, personnel are trained extensively on creating custom software packages using Wavelink's Package Builder software.

Avalanche Remote Training Service

Based on your environment, a Certified Service Consultant will provide interactive remote training on the installation, configuration and operation of either Avalanche Mobility Center or Avalanche Site Edition.

The Industry Leader

Since 1992, Wavelink has grown to become the largest company of its kind with software running on more than 4,000,000 devices. Wavelink Corporation is the leading provider of mobile device and infrastructure management and mobile applications in the enterprise mobility market. Wavelink's technology solves the unique challenges involved in deploying, managing and controlling mobile devices and other wireless network elements, and facilitates peak performance from wireless technology, applications and end users. Over 10,000 companies in the retail, manufacturing, government and logistics industries rely on Wavelink to accelerate application delivery, reduce device management and support costs, and tighten network security.

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