

TROUBLESHOOTING CONNECTIVITY IN THE FIELD

with

NETMOTION DIAGNOSTICS



RESPONDING TO CONNECTIVITY ISSUES IN THE FIELD

Standard Mobile Deployment

THE HARD WAY
REACTIVE

HELPDESK: NO ACCESS TO REAL-TIME ALERT



Forced to pursue non-related tasks in an effort to determine root cause



LACK OF INFO CAUSES DELAYS

NetMotion Diagnostics

THE EASY WAY
PROACTIVE

HELPDESK: RECEIVES AUTO ALERT OF PROBLEM



Alert triggered by customized, pre-set policy lets IT get to problem before it snowballs



ACTIONABLE INFO PROVIDED BY ALERT

MOBILE-USERS CALL THE HELPDESK WITH UNEXPECTED ISSUES

I CAN'T CONNECT!

THE APPLICATION STOPPED!

WHAT DO I DO NOW?!

THE NETWORK IS DOWN!

I CAN'T WORK WITHOUT IT!

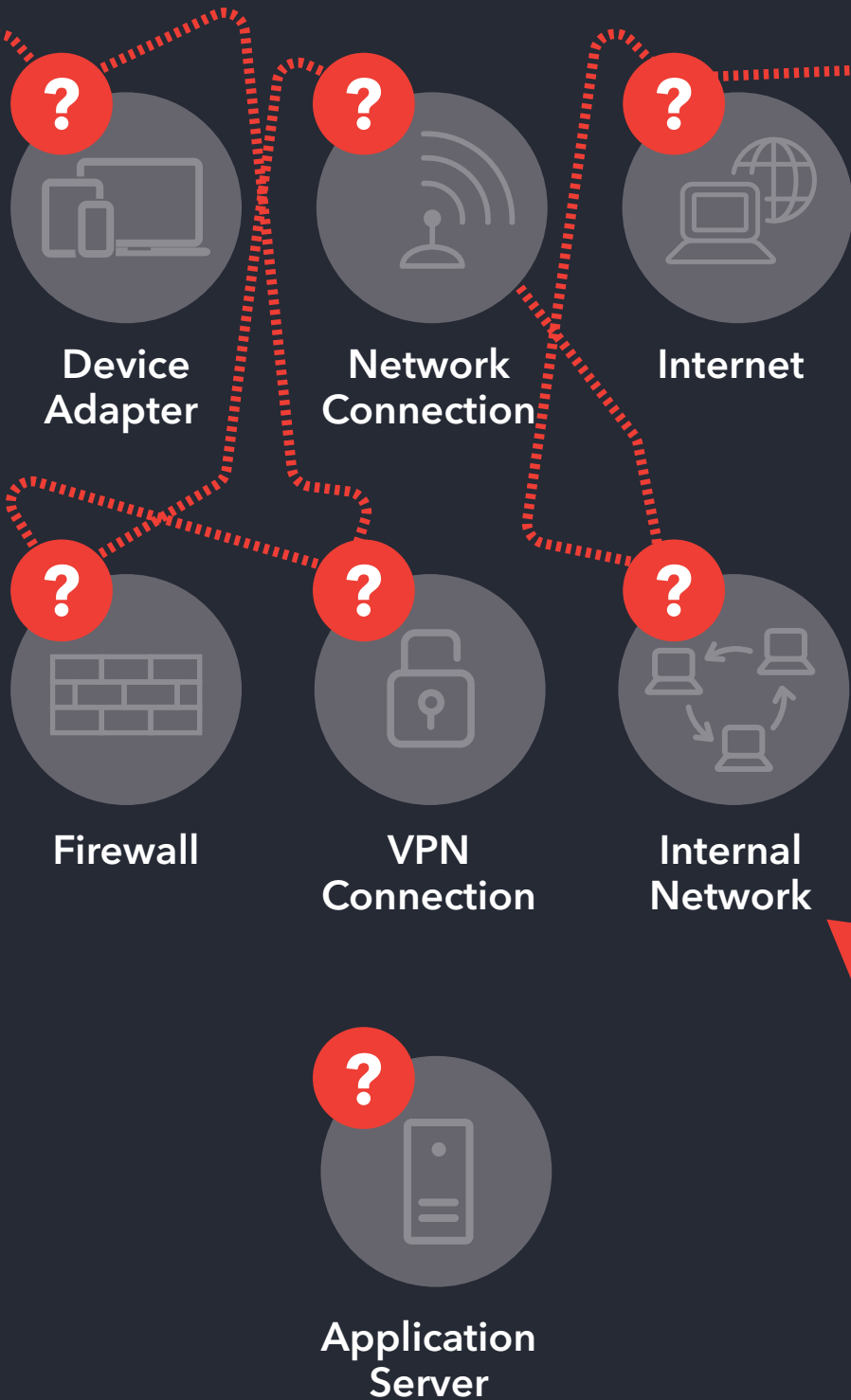
Standard Mobile Deployment



TEDIOUS

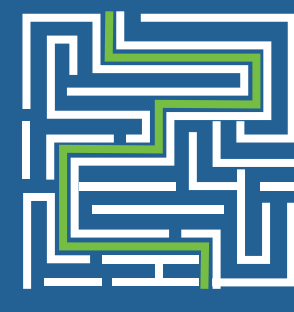
MANUAL Troubleshooting

IT starts asking questions and runs commands one at a time, to try and find the root of the problem



IT is still running a limited battery of tests...

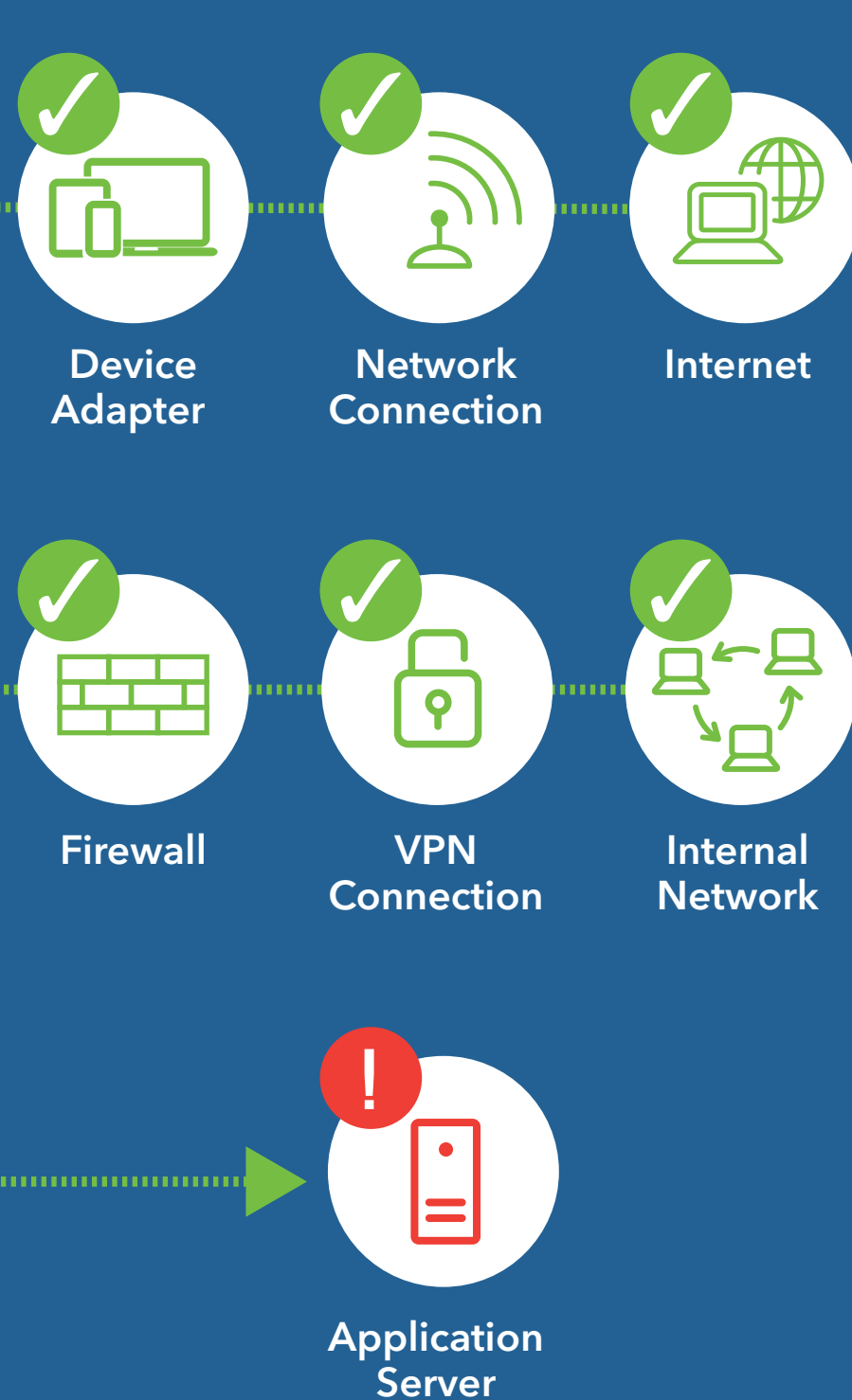
NetMotion Diagnostics



ACCELERATED

INFORMED Troubleshooting

IT asks mobile user to run **NetMotion Diagnostics** with just the push of a button



IT moves from analysis to resolution

RESULTS



Time to Resolution



Mobile Employee Satisfaction



Mobile Employee Satisfaction



Time to Resolution