

Iconic Management Solutions, LLC

BRIDGING TELECOM AND MANAGEMENT

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MANAGED SERVICES

TIER 1

TIER 2

- Customized Email for Requests
- Setup of Communication to Customer Help Desk
- Warranty Devices
- Repurposing Lines
- Incident Tickets - Tier 1 Support
- Incident Tickets - Tier 2 Support
- White Glove Activation Support
- Bulk Upgrade / Activation Deployments
- Help Desk Ticketing Monthly Meeting with Client
- ABM, Zero Touch, Knox Access/Administration
- MDM Access/Administration
- Device Life Cycle Management
- Policy Creation

