

# 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                                | ✓ | ✓ |
| Transfers of Liability In & Out                 | ✓ | ✓ |
| 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                                 |   | ✓ |



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