

# We help cover the technical support for your Unified Endpoint Management (UEM) solutions



**AT&T Business offers a suite of UEM solutions. With those, you get customer support desk (CSD), a 24x7 help desk solution. And only with AT&T Business do you get CSD with every license at no additional charge.**

CSD is a streamlined help desk solution. It provides technical support directly to your IT help desk to resolve UEM platform service issues. CSD enables you to offload the risks and costs of maintaining internal support staff and allows you to stay focused on your core business. CSD is comprised of experienced,

industry- and vendor-trained professionals who provide hands-on and comprehensive technical support. Our staff is trained to keep pace with the changes in UEM technology and equipped with proven processes, best practices, and tools to facilitate a positive end-user experience.

## Customer Benefits

- Gives your IT help desk direct access to our technical support team to help resolve UEM platform service issues
- Helps accelerate both the UEM program and employee adoption
- Scales quickly during peak deployment periods without having to hire and train new support staff
- Has the operational disciplines and infrastructure to support enterprise customers
- Uses robust knowledge management tool to resolve repeat issues
- Basic “How-To” and FAQ support for UEM platform use, configuration, and best practices
- Provides 24x7 help desk-to-help desk technical support from AT&T carrier-class service desk to triage, escalate, and attempts to resolve service issues and support requests
- Gives you a single point of contact for Tier 2+ support to address interoperability between multi-carrier mobile devices, network, UEM platform, mobile applications, and hosted infrastructure

## AT&T Protect and prevent Customer support desk



As endpoints multiply, organizations and employees are relying on UEM. Why?

As a business, you might not have the resources for mobile device activation and deactivation, security and support, application deployment, email security, and the demands of BYOD (bring your own device). On top of that, you need to consider cybersecurity. Hiring, training, and retaining competent staff with the skill and knowledge to support endpoint and cybersecurity initiatives translates into high operational and labor investments.

Plus, to support dozens, hundreds, or thousands of endpoints, you need to nail the right infrastructure and processes. That takes time and know-how—more resources you might not have. The cost of not getting it right can be too high.

That's where a UEM helps you. It enhances productivity, drives efficiencies, and innovates how routine processes and functions are handled.

Still, a UEM solution doesn't solve all your endpoint challenges. Take, for example, technical support. Are you equipped to fix the technical problems that crop up?



### Let us do even more for you: CSD Remote Administration Support Plan

Customer support desk (CSD) Remote Administration Support Plan provides a higher level of managed technical support from certified individuals for your UEM solution from AT&T Business.

Our CSD Remote Administration Support Plan (available at an additional cost) is designed for organizations with minimal internal support and mobile expertise. A UEM consultant will be assigned to you, providing additional benefits beyond CSD support. Your CSD Remote Administration Support Plan includes:

- **Daily, ongoing configuration** and lifecycle administration of the managed service on your behalf
- **Assigned Unified Endpoint Management Consultant (UEMC)**, a trusted advisor trained to provide proactive recommendations and ongoing consultation on UEM design, implementation, and administration
- UEMC performs **advanced security and policy remote administration**
- Trained and experienced **support staff with cross-solution expertise** with UEM, OEM, OS, and application platforms (CCNA, CCNP, MCSA, CISSP)
- Ability to **update security policies and authorize device configurations**
- Annual performance health checks for installations



## Your UEM Consultant

Your assigned UEMC performs advanced remote-administrator tasks for security and compliance policies. These are tasks that require careful planning and preparation for actions that have the potential to impact multiple users or the UEM implementation. The UEMC also consults with you on designing and implementing UEM security policies, device profiles and configuration, organizational structures, and application / content distribution strategy. The UEMC interfaces with up to 2 of your authorized representatives who are typically IT or cybersecurity personnel responsible for the UEM project.

The scope of UEMC responsibilities include—

- Consulting with you on your existing UEM environment
  - UEM best practices
  - Organizational structure of users / groups within the environment
  - Compliance policy configuration
  - Device profiles and configuration
  - Application / content management and distribution
  - Growing and scaling the UEM platform and user base
  - Additional integration into your environment (LDAP, Exchange, certificates, Apple Business Manager)
- Advanced remote UEM administration tasks
- Educate on new features and functionality included in new software releases and plan for implementation, if required
- Perform annual health check on UEM environment



## Customer benefits of CSD with the Remote Administration Support Plan

- Provides greater level of service and benefits beyond CSD support
- Delivers support designed for organizations with minimal internal support and mobile expertise—or those who prefer their IT teams to focus solely on other core initiatives
- Supports your bottom line: Total Cost of Ownership (TCO) analysis can show you can boost your savings potential vs. creating and maintaining the same functions internally
- Connects you with your own UEM consultant
- Qualifies you for daily, ongoing configuration and lifecycle administration of your UEM
- Relieves burden on IT staff and allows them to focus on strategic initiatives
- Provides access to experts that can assist in avoiding common problems and provide exceptional service

**Important Information:** Professional Services under this Agreement will be performed in a workmanlike manner that meets commercial industry standards in the field to which the work pertains.

Why  
AT&T

AT&T Business can help identify and implement the technologies you need—from one edge of your network to the other—to enhance your business.

To learn more about the customer support desk and the Remote Administration Support Plan, please contact your sales representative.