



# HALO SUPPORT SERVICE BROCHURE

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# SUPPORT

## WHY **SUPPORT** IS IMPORTANT

85% of a mobile deployment cost comes after the initial sale is made, so having mobile devices that are unavailable or in need of repair can be costly to your business. Add to this, as business IT systems have become “mobile” as standard, it takes a lot more than simple hardware repair services to ensure your platform is running efficiently.

Raptor support is not only the product of 15 years running a repair centre, but is also about constant customer feedback and not being afraid to change. When it comes to support we’ve found that businesses need a core subset of services, that are often not available, put behind clever pay walls or simply lacking and this why our support is focussed on speed, price, communication and quite simply, getting your problems resolved.

We only have 1 support level, but by keeping things simple, you know where you stand and we get to focus on making our support the best you’ll find for the money.

## SUPPORT **HIGHLIGHTS**

Just some of the things that make our support and service unique to our customers

### FREE SCREEN PROTECTION

A free impact screen protector for all returning repairs. We want to stop your screen cracks before they happen.

### NEXT BUSINESS DAY DELIVERY

All repairs are sent back via DHL next day delivery, unlike some repair centres our devices are with you next day.

### FAST SERVICE

The fastest repair services you will find full stop, with published average turn around times.

### PORTAL ACCESS

Modern, secure and easy to use repair portal that makes your life easy.

### ACCESS TO PEOPLE

Technology’s great, but sometimes people can’t be beat. Access to truly empowered engineers and account managers with easy escalation where required.

### DETAILED REPORTS

Detailed reports to show you exactly how well your Raptor hardware and their users are performing.

### GENUINE BRAND NEW PARTS

We always use genuine, brand new parts for every repair we do.

### FAIR PRICING

Our repair and service pricing follows our passion to keep prices low. Excellent hardware and support at the right prices.

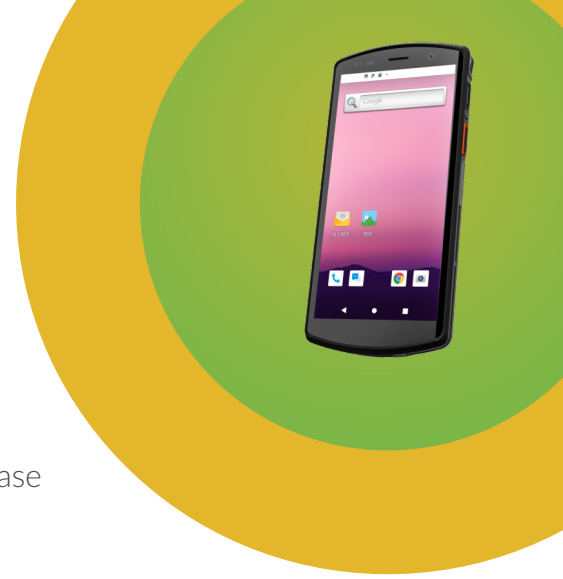
### A DIFFERENT KIND OF SLA

If you could see live average repair times and your service provider always did the right thing you wouldn’t need an SLA would you? Well that’s how we do things at Raptor. Judge us by what we do, not what we say.

# RAPTOR HALO

Raptor HALO takes support seriously and it brings a support service packed with features designed to keep your business running.

HALO is designed to deliver a fast, reliable, pro-active repair service that's simple to use and focusses on saving you time. All new Raptor devices come with HALO for at least one year\* with options to purchase for the life of your devices.



## MAIN BENEFITS

In addition to our CORE service, HALO brings these added benefits

### **Fast repair service**

Choose your repair turn-around time from 2 weeks to < 24 hours.

### **All repairs covered**

Any scenario, any repair is attempted, as long as the device is repairable we'll undertake it.

### **Low cost**

Raptor HALO is free for new Raptor devices with an extremely low price for multi-year coverage.

### **Low cost repairs**

Enjoy great prices for repairs that will cover multiple items for the cost of one repair.

### **Device checks**

We'll check the odd device for you, where the fault isn't clear\*\* and advise on the best solution.

### **Raptor Hub portal access**

Your devices are automatically added, and you get full and free, secure access to our "Raptor hub" portal.

### **No contracts**

Raptor HALO is free for a customers for the life of the device. If we can fix it, we'll fix it!

### **Payment options**

Credit facility for repairs or pay via credit card.

### **Communication**

Chat with engineers about your repairs, keep a log of everything that happens.

### **Helpdesk**

Log non-hardware related issues and work with engineers to resolve them via our helpdesk.

### **Problem Devices**

Any problem devices that fail more than 3 times in the first 3 months will be replaced free of charge.

### **Small parts**

No repair is too small, we'll replace the tiniest screw or rubber cover if asked to.

## Reporting & Advice

Repair reports with advice where needed designed to help you manage your issues pro actively.

## Multi-Repair Process

Our repair portal allows you to set up home addresses for users so that repairs can be sent back to any nominated address, whilst you maintain control and complete overview of your repairs.

## Parts Guarantee

We guarantee parts for all repairs devices, so you know your devices will always be repairable.

## Helpdesk

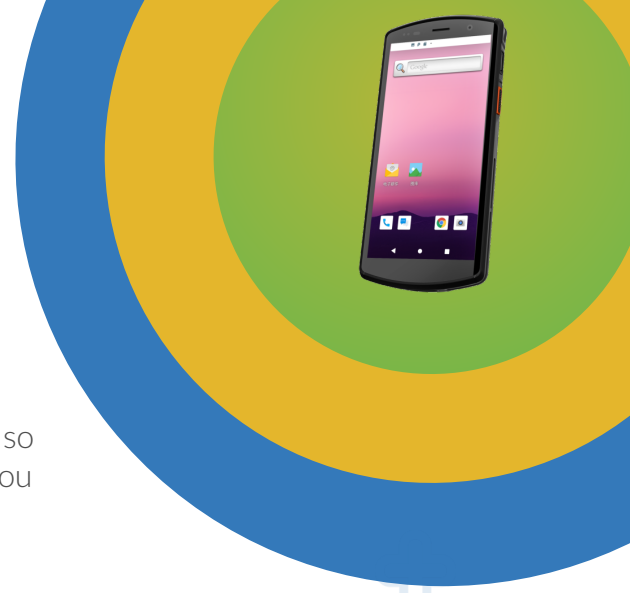
Log non-hardware related issues and work with engineers to resolve them via our helpdesk.

## Proactive

Multiple reports can be generated “On-demand” that give deep knowledge about your repairs and issues as well as being useful for your own support review meetings.

\* HALO coverage and prices depend on the device

\*\* Subject to fair usage policy

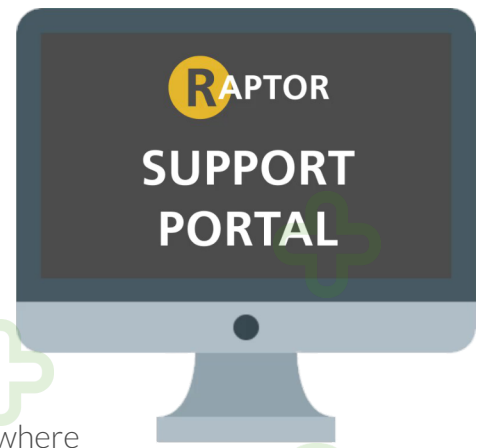
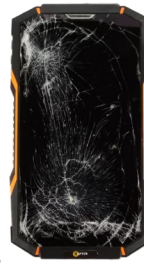


# RAPTOR HUB PORTAL

At the heart of our support and repair lies our support portal. Welcome to the Raptor HUB!

Every Raptor customer gets free access to our portal, who's single purpose is to make supporting your devices easy and simple, taking as little time from your day as possible.

We believe in people, but we also believe in technology and process where it's best for efficiency. The Raptor HUB Portal aims to get that balance right.



## RAPTOR HUB HIGHLIGHTS

### Secure login

Secure, cloud based, login and data storage ensures all of your data is kept safe and secure and remains yours.

### Automatic device addition

Your devices are automatically added to your account when you buy them. No complicated registration needed, just log in and use.

### Fast, easy repair logging

Optimised and richly featured repair hub allows you to log repairs in just 1 click. No more time consuming and frustrating RMA processes.

### Multi-user logins

Set up as many sub-users as you want to enable different teams/managers to manage your devices. Revoke, lock or delete access to any user.

### Asset management

Add information to each device/asset such as owner information, making our portal an easy place to manage your every day device management.

### Status

At a glance status screens shows you the status of your mobile device platform including devices in repair, in/out of warranty and more.

### Keep up to date

Multi-communicate methods. Need some attention? Just use the chat built into every repair case and chat direct with the engineer.

### Reporting

Easily generate reports showing how your devices are performing. Find user repair history, device performance, total up repair bills and more. Everything you need for your quarterly review meeting.

### Choose your repair process

Let users log repairs directly, or stay with more traditional "depot" management via a single point in your business.

### Beta programs

Get involved with new features, give feedback and access great discounts on services in return.