DMS

Device Management System

Wireless Carrier Management Solution

Overview

Our web-based Device Management Solution (DMS) simplifies the burden of managing mobile devices in enterprise environments. We help organizations manage the selection, deployment, and spend of their wireless assets to save on personnel and tele com expense. All from a hosted Software as a Service (SaaS) platform. This system allows our enterprise-level customers to centrally manage their telecom accounts and implement self-serve tools that can be shared across the organization. This includes automated ordering, reporting and workflow procedures that comply with IT policies, corporate governance and procurement processes.

Contact Inseego to find out how our DMS service can optimize the ordering, management, and billing of your telecom devices.

Product Description

DMS provides the ability to secure, deploy, and manage wireless assets. Customers are provided online catalogs of approved wireless devices, including IoS and Android devices and accessories, or companies can manage bring-your-own-devices (BYOD). Not only does DMS help customers procure wireless assets and deliver transactional ordering history but also provides the ability for customers to report on inventories and usage for multiple carriers.

Plan Optimization

DMS allows carriers to publish approved rate plans, and customers can view up-to-date usage data to manage their invoices, without having to wait for the charge to appear on the next billing cycle. By providing easy to understand reporting on devices and usage, customers can identify usage trends and anomalies and avoid costly overage charges. DMS also interprets carrier billing data and provides detailed reporting that can allocate costs to division, department, or user level.

Features

- Automated ordering portal for wireless devices and accessories
- Customized online catalogues with approved devices and rate plans
- Management enabled for bring-your-own-device (BYOD)
- Cost allocation and detailed reporting
- Custom work and ordering flows
- Compliance management, with audit trails for transactional records and approval chains
- Live customer support
- Configurable user and utility permission

Customer Portals

DMS provides a robust customer experience, with the ability to place orders, manage inventory, monitor monthly usage, manage wireless spend, view and pay invoices, access payment history, process upgrades, and more. DMS makes taking and processing orders easy and delivers real-time, easy-to-understand reporting to assist them in optimizing their cellular investment.
Customers receive customized, branded portals where their negotiated rate plans and device options can be published. Custom catalogs, messaging, shopping carts, and much more can be enabled at the click of a button, and they can further tailor their portal based on user role and experience.

Corporate Policy Compliance

DMS is optimized for corporate policy compliance. Customers can centrally manage their accounts, gain visibility into transactional histories and approvals, and access configurable controls to comply with corporate governance processes and policies. Align ordering and management with corporate workflow procedures, group budgeting, governance, and procurement policies. DMS helps carriers serve the specific contractual and operational needs of the customer.

Government Policy Compliance

DMS customers receive tailored compliance controls, and government clients are provided with a purchase order tracking system specific for Government Task Order Management (TOMS) requirements. The TOMS system tracks funding levels so government personnel can manage their purchases of cellular devices and rate plans. Purchases can be drilled down to the Commodity Line Item Number (CLIN) level, and alerts can be set for overspending and end-of-use.

Customer Support

Carriers are delivered everything they need to offer customers exceptional support for mobile management. DMS customers receive live assistance with ordering, fulfillment, maintenance, usage, cost analysis, and more. Our team specializes in mobile assets, contracts, and environments to provide customers with expert care and training.
Contact us to learn how DMS simplifies mobile management in enterprise environments and delivers exceptional service to carriers and their customers, to optimize their wireless investment.

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