

## About PiiComm

The Future of Mobile Technology Support

Founded in 2007, PiiComm is a Managed Mobility Services (MMS) provider that specializes in providing asset tracking and management solutions for business and public sector customers in Healthcare, Government, Transportation & Logistics, and other vertical markets. PiiComm's ITMS (IT Managed Services) portfolio includes Mobile Lifecycle Management which currently tracks and manages tens of thousands of mobile devices for customers across Canada—the largest service of its kind in the country. PiiComm's clients have complete access to critical information about their assets using an Asset Management and Reporting System developed by PiiComm's software development group.

**COST EFFECTIVE    BETTER SERVICE    REDUCED RISK**

### Our POD Process

COMPLETE MOBILE DEVICE LIFECYCLE MANAGEMENT

Our POD Process ensures your enterprise mobility projects are successful from the start. Our three phases: Provisioning, Operations and Decommissioning are each comprised of 3 key steps. From sourcing the right hardware and software to making sure your devices are used optimally throughout their life, PiiComm helps you maximize the value of your mobile assets.

**P**



#### Provisioning

We will source, provision and deploy your fleet of mobile devices.

**O**



#### Operations

Our team of trained technicians will optimize your available inventory by making sure spare pools are replenished and devices are repaired promptly.

**D**



#### Decommissioning

As assets need to be retired, we will ensure sensitive data is removed. Devices will then be destroyed securely or re-allocated within your organization.

**Panasonic**  
**Honeywell**

 **ZEBRA**  
**SOTI**

**SAMSUNG**  
**DATALOGIC**

# PiiComm - The POD Process

## Provisioning



### Sourcing

Each project is unique and may require many components from various manufacturers to be successful. Items such as cases and accessories are often overlooked in mobility deployment projects. At PiiComm, we have a team of resource specialists that will ensure that no item is missed and therefore make your project successful.



### Staging

At PiiComm, we have developed specific processes and tools to provide staging excellence. This includes a bug-free image following the specifications of our clients. Our tools then allow us to scale staging to hundreds or thousands of devices under very tight time-frames. We are recognized as one of the most trusted and competent mobility specialists in Canada.



### Deployment

Timing is important—It's likely not the first device out in the field. We can even facilitate the reverse logistics of getting legacy or older devices out of the hands of the user. We have a 100% track record of success with some of the largest and most demanding deployments in Canada.

## Operations



### Repair Management

When a device fails, PiiComm has built up an efficient and well tested repair management program. We ensure that a company's resources are provided a replacement device while we determine what the right process is to get the defective device up and running as soon as possible.



### Inventory Management

We track product inventory during and after our clients' deployments. Whether devices are allocated to a specific country or province, our customers maintain full visibility through our AiM portal. In addition, we manage the inventory level of non-assetized items such as consumable products, styluses and cases.



### AiM Portal

The AiM Portal is the repository for all of the data that is collected. It's the entry point for all of our customers to initiate a ticket or to get status updates on existing tickets. This portal also allows them to run reports on a variety of aspects of their organization.

## Decommissioning



### Data Removal

With current privacy laws getting ever stronger, it's imperative that any sensitive data is removed from devices that are ending their natural life-cycle. The essence of this is that it's a question of organization. It's easier to throw it in the box. It's the process that makes sure they don't go further than that box before they are wiped.



### Eco-Friendly Destruction

Depending on the varying requirements by clients, PiiComm can certify and ensure that the device in question has been destroyed by providing a certificate of destruction for each device. With ever increasing requirements through regulation and social conscience, it's important that devices get disposed of properly.



### Reallocation & Consignment

In an effort to get the most out of any asset, assuming it hasn't met its end of life, PiiComm can wipe the device, load the new image and relocate to a different location. PiiComm can assist through consignment services if the assets are no longer needed; they still have value in the market. Additionally, devices with some value can be traded in with the manufacturers for credit when acquiring new equipment.