



IMPRINT MOBILITY MANAGER



**Imprint Mobility Manager (IM<sup>2</sup>):**  
Taking Device Management to New Levels



# TABLE OF CONTENTS

## **INTRODUCTION:**

Device Management Services for  
Your Enterprise's Needs

## **Part 1:**

Minimize Downtime

## **Part 2:**

Three Reasons We Should Manage  
Your Devices

## **Part 3:**

IM<sup>2</sup> Starter Services

## **Part 4:**

IM<sup>2</sup> PLUS

## **Part 5:**

IM<sup>2</sup> MAX

## **Conclusion:**

IM<sup>2</sup> is the Mobility Strategy That Enhances  
Your Operational Effectiveness



# DEVICE MANAGEMENT SERVICES FOR YOUR ENTERPRISE'S NEEDS

## INTRODUCTION

Feeling like you're without time or resources (e.g., money, manpower, skills, etc.) to truly maintain and manage the devices you have under your purview? Regardless of the size of your company, you don't necessarily want or need the hassle of knowing every little detail about every single device. You know you need the overall data that is available to you and that devices are important for your business. You don't want there to be any security gaps or downtime caused by poorly managed and maintained devices. Ultimately, you want products and materials to come into the warehouse and go back out again without also having to manage and monitor every mobile device with pro-visioning, patching, updating, etc.

***Imprint's solution - Imprint Mobility Manager (IM<sup>2</sup>) - can take care of your devices and keep a close eye on device needs and activity, so you don't have to. IM<sup>2</sup> can be tailored to suit your specific enterprise needs, with the option to choose from 3 levels of service.***

**In doing so, we can keep your equipment working for you, minimizing downtime while ensuring security.**

**IM<sup>2</sup>** is a solution where you stay in control of mobile device effectiveness and get the information you need without the stress or time commitment.

## From Unboxing to Provisioning to MDM Enrollment

Imprint's **IM<sup>2</sup>** standard solution can get you set up right out of the box, ensuring your devices are enrolled into an MDM that is based on the industry leading SOTI platform. Every device is provisioned, with a Golden Image created for future setups. With Imprint's provisioning, you get the security you need with device patches, antivirus, and more.

## Repair Services to Minimize Downtime

Downtime happens. When normal business operations are interrupted, you need to get things back online quickly. You know the circumstances and variables contributing to downtime and what it's costing you. **IM<sup>2</sup> PLUS** can keep an eye on your devices, knowing when they go down, how long they're down, and what the devices need to get back up and operating.

## On-Site Services to Handle Devices

Installing, removing, and replacing devices on your forklifts and vehicles can be time consuming and costly if not done correctly. **IM<sup>2</sup> MAX** takes care of your mobile devices using trained experts who get the job done quickly and efficiently, at your facility.

## Act As a Help Desk

In short, you've got a Help Desk just a phone call, chat, or email away. Problems with device downtime? We can investigate and offer solutions. Need to collect data from your devices? We can review your dashboard and reports and get you what you need. You'll have a remote person dedicated to your account who can tap into your portal and tell you what you need to know about your devices. It will be as though you've got that IT staff member right there with you, keeping your device fleet optimal and triaging problems as they arise.



**There are other ways to have oversight of your devices without having to give up your time to the details.**

***Downtime can be managed. Security can be ensured. And you won't have to do a thing.***



# MINIMIZE DOWNTIME

## PART 1

Ensuring that downtime doesn't cause major interruptions in business can be stressful. When it does, your goal is to ensure it is immediately resolved – and who knows how long that will take depending on the issue.

**With IM<sup>2</sup>, we can take care of your devices and assist during downtime which reduces (or eliminates) your involvement.**

With us looking over your fleet, you can focus your time and attention on other business activities. We'll reduce and manage device downtime so you can gain more time to focus on the movement of product in and out of your facility. This allows you more time to focus on the income generating aspects of your business.

### **Immediate Needs When Devices Go Down**

When normal business operations are interrupted by a device (or several) going down, you may get notified by the staff member whose device isn't functioning or by a notification in your MDM system (if you have one). Without a device management service, you have several immediate needs. First and foremost, you need to get this device back up and running, fast. Which means you need to understand the reason for the downtime as quickly as possible to fix it. Then, when the issue is resolved and the device(s) is back up and running, you may want to understand the larger circumstances or variables of the downtime so that you can prevent it from happening in the future. **IM<sup>2</sup>** can address all these needs, making our team members your team members, with specific time and attention allocated to managing and maintaining your devices for you.

## Decreasing Downtime

Since you'll have team members dedicated to your devices, Imprint can minimize downtime from happening and significantly reduce the length of time a device is down. With MDM software solutions at our disposal, we can have a proactive eye on your devices, knowing when they go down before you do. When we are notified by our systems that one of your devices is offline or inoperable, we can identify what that device needs and resolve it immediately – maybe even before you know about it. Or if a device is at risk – the battery is low, an update is needed, a patch is required, the Wi-Fi signal has been lost – we'll be notified and can address the problem before it results in downtime and halts operations.

## Understanding Downtime

As your service provider/device manager, we can also help you understand downtime so that you address these occurrences and prevent future recurrences. We can run reports and identify information that may be useful – again, using one of our various applications that provide this visibility and oversight. We can identify if there is a certain issue with a particular device or if there are certain devices that are more frequently creating issues than others and if so, why. We can look at dates and times for downtime and see if there are trends/patters that offer information we can use to adjust a variable in the environment to prevent this from happening again. We can address updates and version control proactively, ensuring security measures, virus protection, etc. The more information you have about why the downtime occurs, the more we can work together to address it, reduce it, or perhaps even prevent it from happening altogether.

***We can manage your devices and downtime, so you don't have to.***





# THREE REASONS WE SHOULD MANAGE YOUR DEVICES

## PART 2

We understand how difficult it can be to oversee your enterprise or department while also managing business mobility. Maintaining your fleet of devices is critical to business functions, but if your attention is placed there, it can't be elsewhere. Having your eyes on all the moving parts and pieces is challenging for any sized company. With a smaller business there are even fewer human resources to allocate across your business operations. Inevitably, you end up doing more than you can as one person with a finite number of hours in the work week. Naturally, you end up searching for a solution. Something that will allow you a controlled and comprehensive oversight solution of your devices while not requiring your active administration. We've got the solution you've been looking for, and it can be tailored to your specific needs.



**IM², IM² PLUS, and IM² MAX are the perfect options to support your business mobility while you focus your time and attention on the bigger stuff.**

Imprint a long history of excellent customer service, a professional and certified team, a wide range of services and devices to address all your business needs, with key applications to make managing your devices comprehensive and controlled.

## **Our Team Provides Professionalism and Excellent Customer Service**

**Imprint Enterprises** has a rich 49-year history, with 34 years in the data collection and mobility marketplace. We've evolved as the industry has and have continued to focus on and emphasize our customer care. Our customers have always come first. We offer them the best products with the best customer service for the best value. Our sales philosophy is the "marathon approach" truly believing in building long-term business relationships. This has translated to our reps knowing customers just by the sound of their voice. Our team is comprised of professional, experienced, and technically trained people who have strong tenure with our company and hold mastery over the industry. We have elite status as a premiere partner with industry leaders such as Zebra and Honeywell. Whether you need data collection or mobility hardware service, parts and supplies, or advice and technical support on how to get the most value out of your solutions, our skilled and responsive staff is ready to assist you. You can learn more about us [here](#).

## **We Have Access to the Best Management Technology & Applications**

Our team has all the right applications to have comprehensive oversight and full control over your fleet. With the dedication of the excellent management service team you'll be assigned, along with robust, reputable, and cutting-edge tools, you'll have clear and detailed oversight of your fleet.

Data breaches and security challenges are managed for you with industry leading software platforms. Your devices are storing and communicating great volumes of data about your enterprise. You know you need device patches, firewalls, antivirus, and other security measures in place, but you may not know where to begin, and you may not have the resources to get everything where it needs to be. Imprint has the solution for you.

## **We Have a Variety of Services & Products to Support Your Business Functions**

If you're already a customer of ours, then the transition will be easy; we already know your business, its needs, and what devices you're employing. If, and when, those devices need upgrades or replacements, we'll already be well-versed to recommend the latest version of the same device or a new one that will still effectively handle your business requirements with little- to no-interruption or downtime. We can also recommend additional services or solutions to help improve your business' day-to-day operations.

If you're new to us, you'll be ecstatic that you found us. Our services and products work across nine industries, covering manufacturing, transportation and logistics, and distribution. Imprint's services and solutions cover asset tracking, labeling, barcode systems, and RFID management in addition to mobility solutions. Our mobile devices range from barcode scanners to wearable scanners, mobile terminals, barcode verifiers, RFID products, rugged tables, and more.

Bottom line – Imprint can be your one-stop shop for solutions and products while also offering **IM<sup>2</sup>** mobility management services that will have you feeling relieved that your devices are well taken care of. You can get your products through us, your service contracts, all the solutions you need, and get mobility management to go with it.

**We recognize the unique challenges businesses face in trying to manage their business mobility while also managing all the other parts of their business.**





# IM<sup>2</sup> STARTER SERVICES

## PART 3

Since the inception of **IM<sup>2</sup>** several years ago, hundreds of businesses have taken advantage of this unique Imprint service, freeing up time and money to focus on enhancing business operations and expansion. Businesses have been asking for more, and Imprint listened. The original concept of **IM<sup>2</sup>** has been expanded to create more options that can be tailored to suit your specific needs. Choose from the standard **IM<sup>2</sup>** package, expand to **IM<sup>2</sup> PLUS**, or go worry-free with **IM<sup>2</sup> MAX** (discussed in subsequent chapters).

Using Imprint's MDM software, the **IM<sup>2</sup>** standard service is meant to remotely help you with setting up (commissioning) devices, quickly provisioning the devices, and monitoring said devices, so you don't have to do it all manually.



### **Commissioning**

Setting up new devices can be a burden, having to spend time getting the devices up and running. The Specialists at Imprint will ensure that your devices are ready to go for you, right out of the box.



### **Provisioning (Golden Image)**

Not sure what you need on your devices for them to work for your specific business operations? Imprint's team will do it for you, adding the programs you need to your devices for terminal workflow optimization, including a 'Golden Image.'

A 'Golden Image' is a quick deployment tool that allows your company to reclaim wasted time configuring devices by automatically getting them up and running with a quick scan of a code that is developed just for you.



### **MDM Enrollment**

Our team at Imprint will get you enrolled in an **IM<sup>2</sup>** mobile device platform, so you don't have to. Use a software system that is based on an industry leading software platform that can track your devices in real time, maintaining your team's performance edge via scheduled updates, installing patches, and more. It takes away the stress of managing it yourself.



# IM<sup>2</sup> PLUS

## PART 4

Utilizing Imprint's MDM software or your own (SOTI, 42Gears, etc.), upgrading to **IM<sup>2</sup> PLUS** includes the basic package and adds three more services, freeing up your time to complete other critical operations. Imprint can remotely manage everything from device setup, repair management, Golden Imaging, and returning devices to service.



### **Repair Dispatch**

When a device goes down, it doesn't have to impact your operations or create unnecessary downtime. Imprint can get the repair request managed and track it for you, sending the device in for repair and ensuring you get the proper documentation to keep on file.



### **Reimaging**

When a repaired device is returned, Imprint will ensure it is workable with all the applications your business requires using the Golden Image that was created specifically for your enterprise.



### **Return to Service**

Imprint's specialists make sure your repaired device is returned to your facility and is ready to go straight into service so you don't have to worry about getting the device into service.





# IM<sup>2</sup> MAX

## PART 5

An onsite upgrade, **IM<sup>2</sup> MAX** minimizes downtime within your facility by having our specialists come to you for device installations, removals, and replacements. The ultimate in device care services, **IM<sup>2</sup> MAX** incorporates all levels of **IM<sup>2</sup>** to save you time and money.



### **Hot-Swap Inventory Program**

When a device goes down, it can impact your operational effectiveness and create downtime. Minimize the impact of a down device by having a replacement device on demand. This program keeps a backup of devices that are ready to go, as needed, and can be sent to your business in a moment's notice.



### **Onsite Removal/Installation**

Installing and removing devices on forklifts can sometimes lead to damaged devices and lost parts. Let the experts remove and install the devices that are mounted to forklifts, trucks, and more. Our experts do all the work for you, saving you time and money, and allowing your employees to focus on the work that enhances your bottom line.





# IM<sup>2</sup> IS THE MOBILITY STRATEGY THAT ENHANCES YOUR OPERATIONAL EFFECTIVENESS

## CONCLUSION

Imprint has a way to manage the oversight of your mobile devices so you don't have to sacrifice time in your day that can be spent on your business operations. The focus of Imprint Mobility Manager (**IM<sup>2</sup>**) is to rapidly configure, restore, and replace mobile devices, monitoring performance 24/7 for you, helping your business enhance productivity and effectiveness.

**IM<sup>2</sup>, IM<sup>2</sup> PLUS, and IM<sup>2</sup> MAX** are built to help your business across the entire lifecycle of your mobile technology from integration, to monitoring, to repairs, and more, from one convenient source.

Our experts do all the work for you either remotely or within your facility, saving you time and money, and allowing your employees to focus on the work that enhances your bottom line. Why worry about what could go wrong when you can focus on what generates greater business income.

Imprint ensures that it is that easy. Simply contact your team of specialists if a device goes down and they will have the process managed for you. **IM<sup>2</sup>** is the cost-effective way to enhance the effectiveness of your mobile operations while reducing (or even eliminating) some of the biggest logistical headaches associated with managing successful business mobility strategies.

**Don't live with mobility hassles. Use Imprint Mobility Manager and get your time back.**

[Contact Imprint Enterprises](#) today to what **IM<sup>2</sup>, IM<sup>2</sup> PLUS, and IM<sup>2</sup> MAX** can do for your business.



Imprint Enterprises has been in business since 1975 and is focused on providing customers the highest quality products with the most comprehensive service. Whether you're looking to purchase new barcode equipment and supplies, or need best-in-class installation and service for your barcode products, we have a solution for you. We specialize in nationwide barcode printer service, site surveys and end-to-end barcode solutions. Imprint's Barcode and Custom Labeling Division focuses on the following industries: manufacturing, distribution, logistic centers, food processing, co-packagers, beverage, and pharmaceuticals.



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