



Mobile Service Providers are rolling out next generation mobile devices to boost their revenues and enable the modern digital life style. This increases the challenge and the complexity to support these handsets while leveraging their capabilities for professionals' daily practices.

Your business success depends upon the performance of your employees. Communication and responsiveness form the bedrock of great performance. Ensuring this foundation is a critical aspect of the organizations' excellence in the digital era.

CommuniTake's platform helps enterprises like yours to truly maximize an executive's business impact and generally improve employees' effectiveness. CommuniTake Enterprise streamlines their presence and decision making by enabling "always on", best nomadic communication. It provides next generation support delivered through remote technology for your entire fleet of enterprise mobile devices.

**SEIZE THE FUTURE
OF MOBILE BEING.**

REMOTE SUPPORT PLATFORM FOR MAXIMIZING ENTERPRISES' MOBILE DEVICES

AN ADVANCED, COMPLETE SUPPORT SOLUTION FOR MANAGING THE SMARTPHONE REVOLUTION

The CommuniTake platform is a remote mobile service solution that provides the tools and capabilities needed to easily support and gain clear understanding of employees' professional digital life style and preferences for mobile experience optimization. A technical expert within the organization exercises complete remote control over the employee device. Taking control enables the technical expert to operate a complete replica of the employee's device as well as any installed application. Through this, the technical expert diagnoses the problem, guides the employee on how to better use his device, activates automated macros to configure new services according to organizational preferences, amends malfunctioning applications, installs and manages applications and manages device's files.

The platform also supports resolution macro activation, without a takeover, across multiple employee touch points such as web based self service portals; on-device self service and IVR.

CommuniTake supports most of the operational systems for mobile devices.

Built uniquely for service excellence, the CommuniTake platform is aimed at large corporations and small and medium enterprises.

POWERFUL INTERACTION CYCLE

The CommuniTake platform supports multi-dimensional device holder interactions executing on the capabilities of a modern, constraints-free support system. This platform supports rapid and coordinated device holder engagement through unified knowledge and guided service aimed at all users for superior service. Service is fulfilled by leveraging an end-to-end advanced interaction cycle:

Understand user experience → Diagnose the device and the implied experience → Perform resolution → Guide the user → Enhance device value

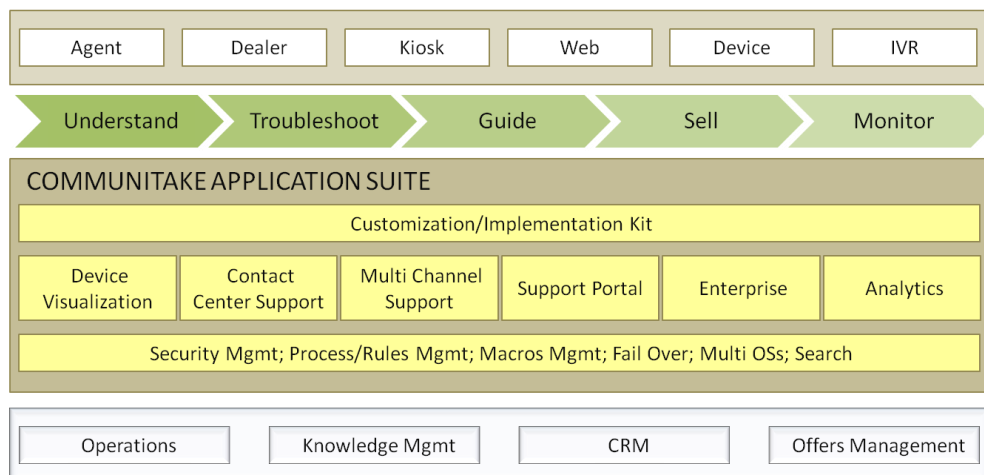
CommuniTake platform fully supports the technologies and practices that enterprises need to implement now to survive tomorrow.

POWERFUL FEATURES

The CommuniTake platform provides modular features and tool sets supporting every aspect of device holders' challenging experiences:

- ▶ A multi platform solution which enables remote control and service for most mobile phones on most types of open OSs (Symbian, RIM, Windows Mobile, Maemo etc.) and touch screen devices.
- ▶ Multi Channels platform that allows remote support through call center, web, device, IVR & kiosk.
- ▶ Remote Control including device screen replica and real time complete operational key /touchpad control.
- ▶ Automatic resolution macros: launching applications; predefined commands sequences (include key/touchpad); configuration of applications; demonstrations; automatic textual tutorials.
- ▶ On screen guidance using graphical objects marked on the target device's screen for real time guidance of field work force.
- ▶ Complete device diagnostics: software; hardware and connectivity.
- ▶ Applications and files management
- ▶ Self operated issue resolution and guidance through on-device self service and self service portal.
- ▶ Flexible and configurable system support with no need for software updates for adding new devices and new macros across users.
- ▶ Bidirectional access: file system; general configuration; software installations or updates.
- ▶ Integrated trouble ticketing with the CRM system and problem related connection redirection.
- ▶ Remote monitoring and security management.

COMMUNITAKE REMOTE MOBILE SERVICE PLATFORM



AN OPEN, FUTURE-PROOF SOLUTION

The CommuniTake platform comprises state-of-art technology that outperforms the competition.

It comprises a smart light-weight on-device client that supports most OS based cellular phones (Symbian, Window Mobile, RIM, etc.) while maintaining very small footprint (150k - can be sent via SMS/MMS). In addition, a technical expert console that is powered by highly efficient image processing algorithms optimized for low-end devices, allowing remote control of the device on low bandwidth data networks.

The platform supports the following foundations:

- ▶ GPRS, EDGE, 3G, 3.5G and Wi-Fi
- ▶ Highly scalable servers cloud with hardware based linear scalability
- ▶ Multi Tier and multi-tenant architecture
- ▶ High availability and load balanced architecture

FLEXIBLE BUSINESS SCENARIOS

The CommuniTake platform allows for modular deployments according to organization preferences and compelling business challenges. As such, implementations can support individualized combinations of business scenarios for stronger sales and /or service.

For any project, employee-facing IT staff utilizes easy-to-learn, easy-to-use tools. The intuitive user interface increases users' satisfaction and personal productivity, which is reflected in higher employee satisfaction and device utilization.

CommuniTake's platform can be deployed as SaaS or on-premise thus allowing complete cost-value flexibility and risk mitigation for enterprises.

EXPAND DIGITAL LIFE STYLE.

Truly manage your employees' digital life style with advanced mobile devices.

Seize the opportunity to intensify your service to assure professionals' utilization of their mobile devices thereby unleashing devices' value and allowing you to execute on daily tasks and maximize business opportunities.

THE BENEFITS OF AN EFFECTIVE INTERNAL SUPPORT

INCREASE PROFESSIONALS' PRODUCTIVITY

With CommuniTake platform mobile device support is made easy. Accelerate handset related problem resolution and ensure accurate configuration and specification of every mobile device. Improve productivity by reducing connectivity idle time and assuring best applicative utilization of the handsets.

INCREASE BUSINESS COMPETITIVENESS

Provide all employees with highly effective, swift and personalized service. Employees enjoy prompt, crisp support and proactive adjustments to their professional digital life needs, generating better daily conduct and streamlining improved business results.

INCREASE EXECUTIVES' IMPACT

Support executives' device related issues regardless time and location. Assure always connected executives for continuous business impact.

REDUCE OPERATIONAL COSTS

Your IT team resolves the problems for your employees while reducing average handling time and increasing first call resolution. Your employees will be quickly on top of their daily tasks. No need to own software or hardware (delivered as Software as a Service). No need for software customization.

IMPROVE FIELD FORCE EFFECTIVENESS

Remotely guide your field professionals when they encounter unfamiliar situations. Your experts can remotely draw on field force devices screens, guiding them how to resolve issues in real time and avoiding the need to resend an expert to fix a problem.

REDUCE THE DEPENDENCY ON EXTERNAL SUPPORT VENDORS

Enable your IT support team to handle mobile device problems as part of their daily tasks. IT team will receive inbound support calls to their desks. Your employees can virtually handover the device to your IT team from wherever they may physically be. Be in control over your support operations.

INTERNALLY MAINTAIN SENSITIVE DATA

Internally solving employees' handset related problems allows you to internally maintain sensitive business data. Professionals and executives will not be required to expose data to external support representatives.

RAPID TIME TO OPERATION

Facilitate rapid support for new devices and services in the organization and maintain low readiness outlays. Publish new devices and solutions across internal IT support team in real time with no software upgrades.

COMMUNITAKE AT A GLANCE



SUMMARY

CommuniTake provides a complete mobile devices related support platform, leveraging remote control technology to automate resolutions and guidance across device holders' touch points thus enabling the reduction of operational costs while unleashing the devices' value potential for the enterprise.

CHALLENGES

The advanced mobile phone revolution poses new challenges to enterprises:

- ▶ Complex mobile devices with configurations nuances; new enterprise-derived configurations and poor support by service providers
- ▶ Increase in operational support costs derived by more advanced devices; expensive calls; new devices returns and employee idle time
- ▶ Mobile devices taking central stage in daily practices of enterprises requiring always on executives and professionals and challenge the enterprise to unleash the value potential of the advanced devices

COMMUNITAKE PLATFORM FUNCTIONS

- ▶ Real-time, fully operational device replica
- ▶ Simultaneous voice and takeover
- ▶ Complete device diagnostics
- ▶ Multi channel automated resolution macros
- ▶ Step by step textual guidance
- ▶ Applications and files management
- ▶ On-device screen real-time drawing
- ▶ Targeted new services and products
- ▶ Enterprise oriented issue resolution
- ▶ Self operated issue resolution and guidance

BUSINESS BENEFITS

- ▶ Increase professionals' productivity
- ▶ Increase business competitiveness
- ▶ Increase executives' impact
- ▶ Reduce operational costs
- ▶ Improve field force effectiveness
- ▶ Reduce the dependency on external support vendors
- ▶ Internally maintain sensitive data
- ▶ Rapid time to operation

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