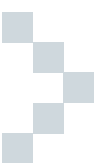
 Improve  
the productivity of your  
mobile professionals

**Workstation Management Services**



Field-based, front-line professionals are demanding more applications and devices such as laptops, tablets and personal digital assistants (PDAs) to do their jobs better. Meanwhile, IT departments as well as sales and service operations struggle to meet the growing demand for support while facing budgetary pressures. C3i understands the critical business need to enhance the productivity of sales forces and customer service groups without driving up costs.

That's why C3i's integrated suite of Workstation Management Services is the choice of many leading organizations that need to get the most out of their mobile hardware investments.

**C3i's comprehensive solutions**  
for an organization's mobile hardware assets  
**reduce overhead costs**  
and boost return on investment (ROI).

## C3i's Integrated Workstation Management Services

### Maintenance & Support

- Hardware Break-Fix
- Warranty Repair
- Software Distribution

### Inventory Control

- Asset Management Services

### Deployment

- Technology Rollout

### Engineering Services

- Image Development
- App Installation
- Consulting Services

## C3i's Workstation Management Solutions

- » **Workstation Engineering Services**, which include remote software administration for efficiently distributing and maintaining software and Image Development Services for installing applications and managing software
- » **Technology Rollout Services** for deploying multiple hardware devices
- » **Hardware Break-Fix and Warranty Repair Services** for a variety of platforms – over 95 percent of the hardware turned-around in eight hours
- » **Asset Management Services** for ordering, shipping, receiving and inventorying client-owned hardware

## Benefits of C3i Workstation Management Services

Designed to limit downtime of your mobile professionals.

Key Attribute	Description	Benefit
Image development and deployment linked to technology rollout	Deep expertise with Windows operating systems and CRM applications coupled with a quality-assured installation process to support hardware rollouts	Heightened field productivity with reliable image deployments
A fully dedicated team and facility for hardware rollout	A project manager and rollout engineers who manage purchasing, configuration, training and deployment of hardware and peripherals	Well-organized deployments that raise end-user productivity
Break-fix, warranty repair and support for over 900 different products	A variety of hardware platforms—such as Dell, HP/Compaq, IBM, Toshiba, Brother—serviced with over 95 percent same-day turnaround	Fast turnaround limits downtime of remote professionals—so they may focus on customers
Software administration for upgrades and fixes	Software upgrades and fixes quickly deployed remotely using an automated method	Significant savings on hardware support cost and time
Inventory tracking and asset management systems and a secure facility	Customized order entry and inventory tool in a protected warehouse to order, ship, receive and stock client-owned hardware	Expert logistics management to maximize end-user productivity



# C3i drove significant value through its proactive service.

C3i noticed a spike in hard drive failures after reps' serviced laptops were returned to the field. C3i tested all the hard drives in our spare pool, found a defect and made prompt claims on our warranties to replace the inventory.

That saved us significant dollars, in terms of shipping and downtime for our reps.



Julia Cumberbatch

DIRECTOR OF SALES AND HEALTHCARE SYSTEMS  
WYETH PHARMACEUTICALS



C3i's unrivaled technology and outsourcing services help organizations dramatically improve customer management effectiveness while lowering the total cost of deploying and supporting a CRM environment. Only C3i provides a complete portfolio of business consulting, systems implementation, technology training, help desk, performance optimization and workstation management services. By combining these end-to-end services in a seamless solution, C3i delivers the best-in-class CRM and business intelligence offerings for mobile professionals supporting global life sciences, medical products, financial services, consumer packaged goods and high tech organizations. C3i has global operations centers in the United States, India and Europe. For more information, please visit C3i's website at [www.c3i-inc.com](http://www.c3i-inc.com).

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