



SERVICES TYPE

Help Desk

SERVICES MODEL

Managed Services

REGIONS SUPPORTED

North America

Europe/Middle East/Africa

YEAR FOUNDED

2005

CORPORATE HEADQUARTERS

Nashville, Tennessee

CONTACT

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G-SQUARED WIRELESS

G-Squared Wireless is a full service mobility support center that specializes in 24/7/365 help desk, mobile procurement, mobile device management (MDM) support and device logistics.

G-Squared supports over 150,000 end users in Fortune 500 companies with a global footprint as well as small, local companies.

The G-Squared environment is its key to success. With staffing primarily from within the wireless industry and less than 5% employee turnover, G-Squared customers and partners have a “best in class” user experience. In fact, G-Squared was named one of Nashville’s “Best Places to Work” in 2011, 2012 and 2013.

SERVICES OVERVIEW

G-Squared offers complete lifecycle management, from procurement to ongoing support and recycle/re-deploy. G-Squared provides full-tier, live answer service help desk support.

G-Squared is not your typical call center. G-Squared’s support complements many WEM providers with white-label services including, but not limited to, carrier change management, device provisioning, RMA management, device troubleshooting and resolution, enterprise network connectivity support and MDM support and expertise.

EFFICIENCY FIRST® SOLUTION CERTIFICATION

G-Squared is the second vendor to be awarded the prestigious Efficiency First® Solution Certification*.

During the extensive Efficiency First® Solution Certification program, the alignment of G-Squared’s wireless support center capabilities was evaluated against the Efficiency First® Framework v2.0, a disciplined, best practice-driven approach to managing fixed and mobile telecom environments.

G-Squared’s wireless support services were certified for alignment with the following Efficiency First® Framework v2.0 model activities:

- Change Control
- Help Desk
- Mobile Application Management
- Mobile Device Management
- Reporting and Analysis
- Service Ordering



KEY STRENGTHS

AOTMP Perspective

AOTMP identified several notable strengths during the Efficiency First® Solution Certification program.

- **Account Management:** G-Squared's account management practices are mature, which positively positions solution offerings for success.
- **Business Processes:** G-Squared possesses strong process management capabilities and fully embraces continuous process improvement.
- **Implementation Practices:** G-Squared has a highly structured implementation methodology that is honed to accelerate implementation and achieve steady-state performance in 30 days.
- **Performance Commitments:** G-Squared provides strong service level agreements (SLAs) and service level objectives (SLOs), designed to drive positive results.
- **Reporting:** G-Squared delivers performance reports with all supporting source data and reviews performance data with each client every month.

Enterprise Perspective

Throughout the Efficiency First® Solution Certification program, clients rated G-Squared high in several customer satisfaction categories. Specific comments regarding the knowledge and professionalism of its staff were frequently expressed by clients. The ability for G-Squared to provide consistent benefit and business value is driven by its commitment to create extraordinary client experiences.

G-Squared is not a wireless expense management vendor. Instead, they provide wireless support services that complement clients' wireless mobility management business practices. G-Squared solely focuses on its core competencies, while complementing many WEM service providers with white-label services.

G-Squared easily adapts to support partner needs with "cafeteria style" pricing and flexible statement of works. G-Squared is not your typical call center. The work hard, play hard environment at G-Squared translates into high client and employee satisfaction.



*Efficiency First® Solution Certification

AOTMP Efficiency First® Certified Solution status is achieved by vendors that complete a certification program. The Program consists of diagnostic and scoring elements in which the vendor's solution capabilities are evaluated for alignment with AOTMP's Efficiency First® Framework v2.0, a disciplined, best practice-driven approach to managing fixed and mobile telecom environments.

Solution capabilities are then analyzed and scored against a standardized Efficiency First® Vendor Solution Certification scoring scale, using performance data collected from the vendor and client performance ratings collected directly from the vendor's clients.

AOTMP Efficiency First® Certified Solution vendors possess solution capabilities aligned with the Efficiency First® Framework v2.0 and are likely to support an enterprise's adoption of the Framework.