mtech

Customers across all industries use MTech to deliver mobility solutions and services to support a wide variety of use cases. MTech offers its products and services to serve all mobility environments – any device, any OS, anywhere. Our programs are tailored to specific industry needs because we know that mobility services almost never require a one-size-fits-all approach.

A powerful combination of hardware, software and services to support retail, hospitality, healthcare and entertainment-based use cases.

Customers of all shapes and sizes rely on MTech to tackle the heavy lifting associated with deploying, supporting and managing mobile devices of any kind. With more than 1.2M devices under management, MTech has "been there, done that".

Device Deployment (Staging & Kitting)
Customized provisioning, staging and kitting to meeting customer requirements while driving an unmatched out of box experience.

Device Depot (Advanced Exchange)
Spare pool management, advanced exchange, inoperable device receipt/processing, OEM warranty processing and recycling/disposition.

Helpdesk Support
24x7x365, customer-branded support via phone, live chat and email to resolve hardware, software, connectivity and application issues on demand.

Device Protection (Device Repair)
Out of warranty repair that extends the manufacturer's defects coverage and accidental damage.

Professional Services
Day to day administration of leading EMM/MDM platforms, including InTune, AirWatch, Knox, MobileIron and others.

Industry Solutions
A combination of hardware, software, accessories and services designed to support hospitality, retail and healthcare.

200+	1.2M	50+	ISO	MBE	20+
Customers	Devices Managed	Countries Served	ISO 9001 / 13485 Certification	Certified Minority Business Enterprise	OEM, Carrier and Software Partners

BJ's Brewhouse and Restaurant

Established in 1978 and initially launched in Santa Ana, California, BJ's Restaurants is a prominent American restaurant chain, currently operating over 200 restaurants across 29 states.

Since 2017, BJ's Brewhouse and Restaurant has relied on MTech to manage greater than 12,000 mobile devices, accessories, and peripherals used across more than 200 locations. BJ's utilizes these devices to enable restaurant staff to engage patrons tableside for ordering and payment processing.

MTech delivers all components of the mobile solution, including:

- Samsung Tab Active tablets.

- MTech's customer peripherals and accessories, including payment integration.

- Device deployment, including device preparation, staging, configuration and kitting.

- On demand support via MTech's 24x7x365 helpdesk.

- Device depot, including spare pool management, advanced exchange, inoperable device processing, warranty management and recycling.

- Device protection, including out of warranty repair due to accidental damage and manufacturer defects.

- MDM software, including implementation and ongoing management of the Cisco Meraki software platform.

223
Locations Reached

25,259
Devices Deployed

19,364
Asset Repaired