



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 Protection (Device Repair)

Out of warranty repair that extends the manufacturer's defects coverage and accidental damage.



Device Depot (Advanced Exchange)

Spare pool management, advanced exchange, inoperable device receipt/processing, OEM warranty processing and recycling/disposition.



Professional Services

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



Helpdesk Support

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



Industry Solutions

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

200+

Customers

1.2M

Devices Managed

50+

Countries Served

ISO

ISO 9001 / 13485 Certification

MBE

Certified Minority Business Enterprise

20+

OEM, Carrier and Software Partners



Global Specialty Clothing Retailer

Founded in 1969 and headquartered in San Francisco, California, this specialty retailer ranks third in total international locations with 3,352 stores. As of early 2023, the company employs approximately 95,000 dedicated individuals.

MTech has been leveraged by the largest specialty clothing retailer in the world to provide ongoing repair of more than 38,000 Apple devices as well as providing custom accessories to support device protection and longevity.

MTech delivers all components of the mobile solution, including:

- Receipt, triage and inspection of devices returned by store employees.
- Out of warranty repair, including screen, battery, housing, port, camera and speaker replacement.
- Device replacement due to damage beyond economical repair situations.
- Custom accessories, including a protective case.
- Comprehensive reporting on repair incidents by location, user type, OEM and age of device, helping drive decisions for next generation device selection.

 **3,000+**
Locations Reached

 **5,541**
Asset Repaired