



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



World's Largest Global Airline

A major airline of the United States, stands as one of the world's oldest and most esteemed carriers. Headquartered in Atlanta, Georgia, along with its subsidiaries and regional affiliates, including connections, operates a vast network of over 5,400 daily flights. With a remarkable reach spanning 325 destinations across 52 countries on six continents, remains committed to delivering exceptional service.

Since 2018, the world's largest global airline has leveraged MTech to provide ongoing out of warranty repair for more than 50,000 Apple iPhone and iPad devices used by pilots, flight crew, agent mobility, catering and other divisions of the airline. In this capacity, the customer adopted MTech's multi-year Device Protection Program to provide a high quality and predictable program for managing repair for devices no longer covered by the standard manufacturer's out of box warranty, including accidental damage.

MTech delivers all components of the mobile solution, including:

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

 **46,873**
Devices Managed

 **3,717**
Asset Repaired