

Professional Services Industry Solutions

Technology solutions to arm your workforce.

The Professional Services Industry offers a variety of products and services to consumers. With high demand across the Industry for greater productivity and increased customer satisfaction, companies need solutions that can help them improve operational efficiency while meeting security and compliance standards.

By using technologically advanced applications to manage sales operations and security regulations, companies can deliver highly productive mobile and integrated plans that are easy to use and simple to manage.

Sprint offers solutions that contain the technology, services, partners and Industry knowledge to address the challenges the Professional Services Industry faces on a daily basis.

Industry challenges

The Professional Services Industry is faced with the following set of challenges:

- > **Increase in competition:** Companies are under pressure to release innovative products and improve delivery capabilities, while also utilizing customer data to maximize business and revenue opportunities
- > **Evolving economic conditions:** A soft economy is putting more focus on financial and performance management, in addition to putting greater emphasis on improving their loss/risk mitigation policies
- > **Protecting client data:** The critical need to minimize exposure of bank, social security, credit and other sensitive information is driving companies to establish an enterprise information security network
- > **Changing customer preferences:** Companies need to address customer requests and complaints quickly and acquire new business while maintaining current clients

Industry solutions

Solutions offered by Sprint are tailored to meet the ever changing needs of the Professional Services Industry:

- > **Mobile and instant communications solutions:** Share data easily and securely across the company and instantly connect individuals or groups with the push of a button
- > **GPS and Location-Based Services:** Track and direct workers for optimal service
- > **Sales force automation:** Extend key information and applications to the sales force
- > **Branch office solutions:** Wirelessly and securely connect remote locations to corporate network
- > **Headquarters and campus communications:** Extend powerful wireless voice and data to every corner of the business
- > **Managed services and security:** Help protect the network by identifying and eliminating unwanted or malicious traffic, and help ensure critical resources and enterprise data are available and protected
- > **Business continuity and disaster recovery:** Automatically download and extend current plans, maps, call lists, and escalation procedures to employees' smart devices to help ensure communications and connectivity during catastrophic events and other business disruptions
- > **Wireless billable hours:** Allow mobile workers to print, fax, spell check, track billable time, and access documents while on-the-go
- > **Field services solutions:** Extend key information and applications to remote and mobile workers with Sprint smart devices and mobile broadband enabled laptops

Value-added solutions that
require an in-depth and
integrated approach



Solution benefits

Sprint delivers solutions that solve real business problems within the Professional Services Industry:

- > **Increase workforce productivity:** *Deliver services and content faster by enabling collaboration among mobile workers*
- > **Improve operational efficiency:** *Optimize office operations by automating and streamlining manual processes*
- > **Manage security procedures:** *Protect and preserve proprietary information, content and customer privacy, in addition to securing IT and communications infrastructure*
- > **Develop long-lasting customer relationships:** *Constantly communicate with customers to improve cross selling and customer retention*

Case study

Imagistics International is a large direct services and sales organization that offers document imaging solutions. Imagistics needed to find a continuous improvement solution that allowed the company to integrate more complex product and part offerings to consumers, while enhancing security practices.

With Sprint Mobility Management, Imagistics was able to harness the power of mobility while avoiding the dangers and complexities of information protection. Security management allowed for remote management and data encryption. Configuration management provided "over the air" installation of critical software components.

Imagistics productivity increased, leading to an ROI of over 120%. By using Sprint Mobility Management, Imagistics was able to deliver improved mobile communications and cut costs, without sacrificing information security.



For more information on solutions for the Professional Services Industry, visit www.sprint.com or contact your Sprint representative