

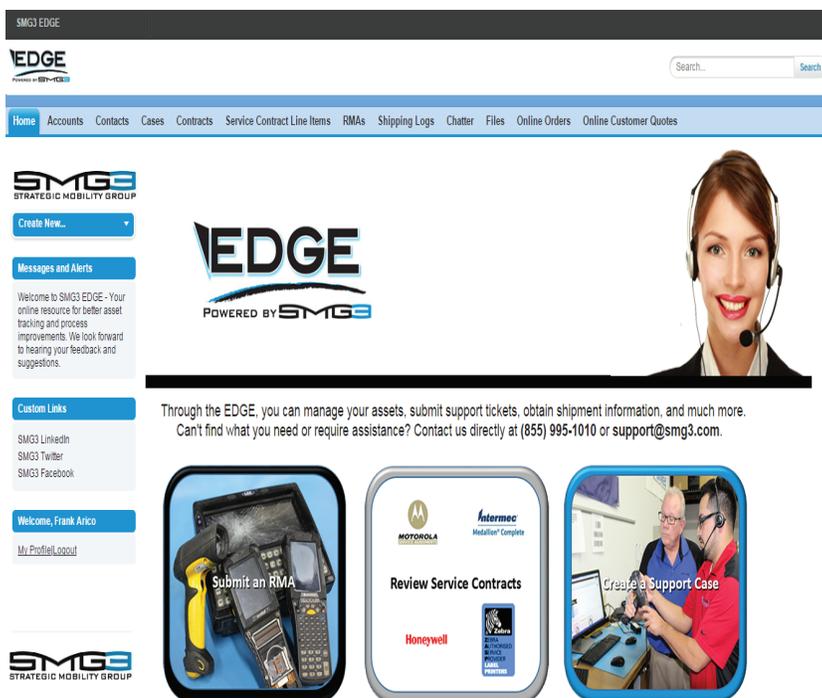


SMG3 EDGE

At Strategic Mobility Group (SMG3), we take pride in providing the highest level of service to our customers. We believe in delivering excellent customer service and building long lasting relationships. Our client portal (the SMG3 Edge) is an extension of our organization and provides a centralized location for our customers to access their order, product, and support service information 24/7 via any web browser.

THE FEATURES OF SMG3 EDGE INCLUDE:

- **ONLINE PROCUREMENT** - Online ability to order additional product from a pre-set list of previously purchased equipment.
- **ASSET TRACKING** - A comprehensive list of your company's assets by serial number, location, warranty information, and contract numbers. Spare pool units included.
- **EASY ACCESS TO TECH SUPPORT** - The creation and management of technical support tickets including the monitoring, escalation, communication, closure, and follow-up procedures.
- **RETURN MERCHANDISE AUTHORIZATION (RMA)** - The creation and management of RMA cases for our customers including RMA ticket initiation, shipping directions, and communication with all parties throughout the process.
- **CUSTOM REPORTING** - A set of reports based on specific customer metrics, assets, and inventory that can be accessed and downloaded.
- **MANUFACTURER INFORMATION** - Access to up-to-date manufacturer information on bug fixes, operating systems updates, security patches, upgrades, and more.
- **INVOICE TRACKING** - Easily track, view, and pay invoices.
- **ORDER TRACKING** - Real-time order tracking data including lead times, shipping and delivery information.



Through the EDGE, you can manage your assets, submit support tickets, obtain shipment information, and much more. Can't find what you need or require assistance? Contact us directly at (855) 995-1010 or support@smg3.com.

TO LEARN MORE ABOUT SMG3 EDGE, CONTACT A CONSULTANT TODAY OR

VISIT WWW.SMG3.COM OR CALL US AT 847.995.1010