



ELEVATING YOUR MOBILITY
& IT BUSINESS



SERVICES – SHORT VIEW

As an exclusive partner of AT&T, Five Star Technology Group's top priority is to create and maintain a seamless experience for our clients. The value of our company comes from the highly-experienced individuals that make it best in class in adapting to the rapid changes in the Technology Industry. Listed below is a high-level description of our services provided and can be tailored to meet the needs of each individual client.



Professional Services

Our Sales Professionals fully manage and provide tailored services to execute a seamless and comprehensive strategy for our clients depending on their needs.

- New Opportunity Development, ICB Consultation, RFP and Rate Plan Analysis Assistance,
- Sales and Engineering Resources with expertise in Strategic Mobile Solutions inclusive of IoT, Mobile Security EMM and TEM Services to help a client leverage the breadth of their mobile environment
- On-site deployment to configure devices, data transfers, and Implementation
- Equipment Buy-back coordination and sourcing of non stock equipment and accessories



Order Processing

Dedicated Order Processing Team committed to timely and accurate turnaround of individual and bulk requests.

- New Opportunity Development, ICB Consultation, RFP and Rate Plan Analysis Assistance,
- Sales and Engineering Resources with expertise in Strategic Mobile Solutions inclusive of IoT, Mobile Security EMM and TEM Services to help a client leverage the breadth of their mobile environment
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Service Management

Dedicated Service Manager assigned to provide Daily Support and Weekly / Monthly Stewardship Reporting.

- Dedicated named contact for all service related questions and inquiries
- Call hosting (as required) with customer and AT&T sales/service team
- Monthly/quarterly stewardship reviews to discuss overall account health
- Report generation and recommendations on rate plans based on current contracts
- Individual or bulk account changes (Features, Rate plans, etc.)
- Profile updates/changes and additions when needed



Project Management

Full management of Technology Refresh and/or the transition from existing carrier(s) to AT&T.

- Dedicated named contact for all service related questions and inquiries
- Call hosting (as required) with customer and AT&T sales/service team
- Monthly/quarterly stewardship reviews to discuss overall account health
- Report generation and recommendations on rate plans based on current contracts
- Individual or bulk account changes (Features, Rate plans, etc.)
- Profile updates/changes and additions when needed