



ELEVATING YOUR CONNECTED  
CORPORATE ENVIRONMENT

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.

- RFP and Rate Plan Analysis Assistance
- Sales and Engineering Resources with expertise in Strategic Mobile Solutions inclusive of IoT, FirstNet, Security EMM and TEM Services to help a client leverage the breadth of their mobile environment
- On-site deployment to configure devices, data transfers, tailored Implementation services
- 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.

- Processing of new line activations, ports, upgrades and feature changes
- Number porting in the AT&T ordering system with concurrence confirmation from previous carrier
- Report tracking and maintenance of all processed activity delivered back to client in an agreed upon format



## 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.

- Pre-implementation coordination with all involved parties to ensure accuracy of information for deployment
- Development of a Custom Client Branded End User Guide
- Pre-implementation calls support with AT&T, 3rd Party partners, and client to discuss and finalize strategy
- Process management of accessories and buyback of old devices
- Coordination of on-site work at key locations