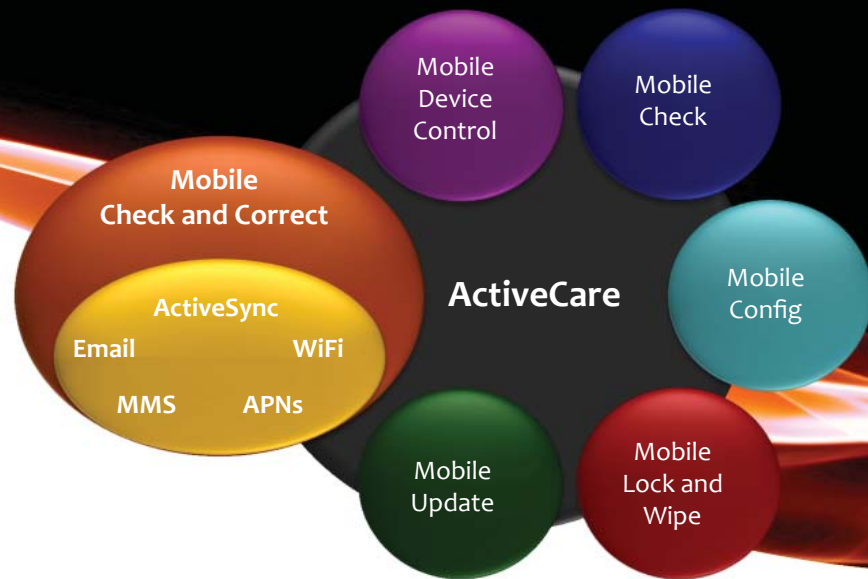


InnoPath ActiveCare Mobile Check and Correct



Subscribers use mobile phones for advanced services such as email, web browsing and navigation. But due to the complex configurations of these services on smartphones, costs of support are growing faster than revenue. For example, common calls to frontline support include:

- My picture messaging is broken** ==> **MMS settings incorrect**
- I can't check company email** ==> **ActiveSync configuration incorrect**
- I can't browse the Internet** ==> **APN configuration incorrect**

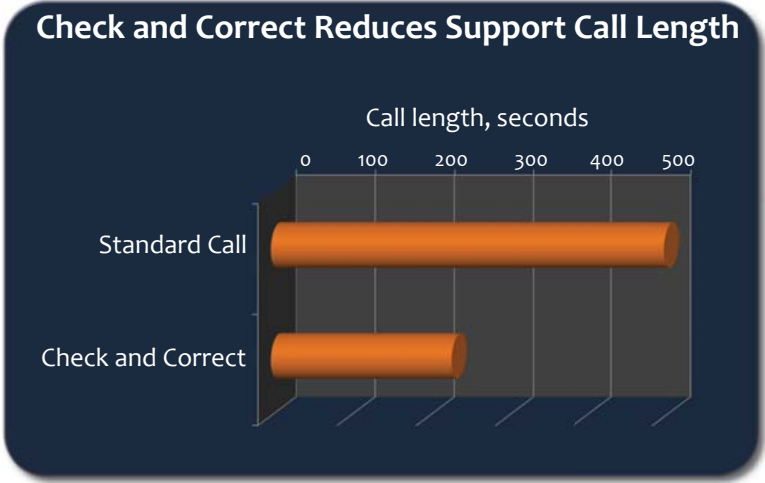
For subscribers, configuration calls are long, complicated and frustrating.

Configurations calls are 30% of calls, and typically take the longest to trouble-shoot and resolve.

For mobile operators, customer service representatives (CSRs) waste time with inefficient inter-person dialog, without direct access to the phone. Having subscribers manually check and change parameters on the phone is excessively time-consuming, especially when applications such as email have multiple, non-intuitive settings.

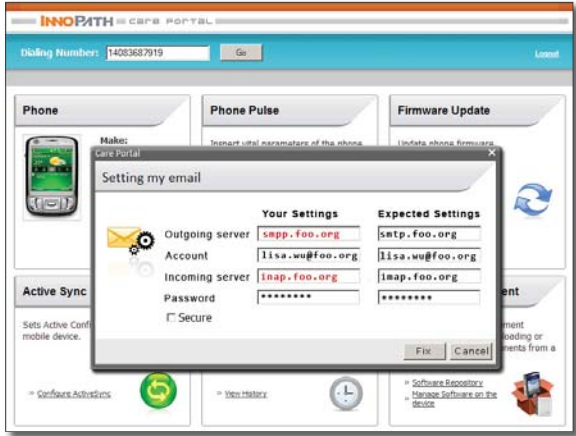
Mobile Check and Correct utilizes InnoPath's ActiveCare Solution to communicate between the network and phone, giving Customer Service Representatives the ability to view, change, and correct configuration settings without asking subscribers to manually check and input parameters.

Mobile Check and Correct allows CSRs to automatically compare expected values with current configurations, and fix incorrect settings, reducing call length.



Mobile Check and Correct

- Removes the need for inefficient inter-person dialog
- Gives CSRs the ability to look into a device
- Reduces troubleshooting times
- Automatically compares current settings with expected settings
- Alerts CSRs to incorrect settings
- Remotely reconfigures subscribers phones
- Removes manual processes
- No longer relies on subscribers to be experts on their own devices



Mobile Check and Correct Saves Money

Over a five year planning period, InnoPath’s Mobile Check and Correct will save a typical Tier-1 operator over \$1 Billion in OPEX. And, the solution is deployable today, able to make a difference in near-term savings. Read more about the ROI of MDM at: http://www.innopath.com/pdf/strategcast_care_roi.pdf

