vMOX

FORWARD AND REVERSE LOGISTICS

Ensure employees receive their devices and accessories quickly and efficiently with automated end-to-end asset management

A customizable, scalable solution for your specific mobile device procurement, warehousing, and inventory management needs.

Mobile devices are mission-critical but managing the various lifecycle phases is a time-consuming and expensive process. vMOX designs a logistics program that allows you to reduce costs, reallocate resources and improve efficiencies, while making sure that your employees receive ready-to-use devices and accessories as quickly and efficiently as possible.

PICK, PACK AND SHIP

- Automate fulfillment so devices are sourced directly from providers or inactive device inventory
- Real-time, in portal asset reporting provides inventory visibility, including stock level and reorder alerting
- Option to include start up guides with shipments to help end users get up and running fast

STAGING AND KITTING

- Install and/or package all company-approved accessories including cases, screen protectors, additional chargers, and vehicle mounts
- Configure to the company-specific standard by downloading all applications and utilities required
- Update operating systems to the most current, company-compliant versions
- Ensure devices are enrolled in MDM and proper policies are applied

- Prepare devices before going into the field so they are out-of-the-box ready when received and end user productivity impact is minimal

REVERSE LOGISTICS

- Enable streamlined, automated and highly secure end-of-life management, including recovering, repurposing, reselling and recycling
- Reduce the social and environmental impact of mobile devices
- Protect corporate intel by cleaning, wiping and destroying data on mobile devices

REPAIR AND REPLACEMENT

- Identify and fix various hardware issues
- Provide advance replacements for broken or lost devices and shipping label to return defective equipment

STAGING AND KITTING OPTIONS

Comprehensive service and support that delivers time and financial savings

Inbound Processing

- Receive devices
- Verify tracking details
- Verify shipment content
- Uncase device
- Verify carrier service
- Power on device
- Charge battery
- Perform device inspection
- Grade device (A, B, C, D, F quality)
- Affix inventory label
- Check-in to vMOX inventory
- Perform factory reset
- Deactivate carrier service
- Remove carrier details
- Unenroll from MDM
- Unenroll from OEM
- Repurpose/recycle/resell

Outbound Shipping

- Pick device from inventory list (via API or OnePortal™ request)
- Update operating system
- Protect device by applying case
- Pick additional accessories per order request
- Load/update company-specific applications including: MDM, email, chat applications, contact lists, shared addresses or forms
- Place company-provided end user guides and materials into package
- Activate and verify device service with preferred service carrier
- Perform secondary QA for device
- Package device
- Include return label for device returns to warehouse
- Use company-preferred shipping materials: boxes, bubble wrap, tape
- Print pre-paid shipping label and ship device

e-Stewards CERTIFIED

ISO 14001 ENVIRONMENTAL MANAGEMENT SYSTEM

ISO 45001 CERTIFIED

R2 2013 Responsible™ Recycling

ISO 9001:2015 Certified

Complete Forward and Reverse Logistics Automation From Request To Delivery

Customizable To Fit Business Needs

Variety of Device Types Supported

Optimal Procurement Process

Enhanced Near Real-Time Visibility

Advanced Repair and Replacement

Inactive Device Inventory Management