

As the pull of BYOD gets stronger, more businesses are deploying mobile and tablet devices to their employees, and more employees are bringing their own devices from home. The challenges are daunting - a proliferating set of devices, varying permissions and screen sizes, and a myriad of apps and security constraints to contend with. Whether delivery personnel in the field, sales people traveling, or executives who need rapid access to internal data for decision-making, IT teams are already stretched thin. In addition to managing existing deployments of workstations with multiple operating systems, they now have to face:

- A new set of devices, new screen resolutions and sizes and security constraints
- A new mix of internally developed apps, and 3rd party apps used by the workforce
- Devices that get updated every 2 years with new hardware
- Operating systems that are updated annually with new capabilities added and current ones removed
- An immature set of tools for managing this new world.

Your workforce is already mobile. Are you?

Live Chat built for mobile and tablets from the ground up

The coming world is much more mobile and tablet centric than the world today. Hipmob is made for this world. With industry leading Live Chat, Customer Relationship Management, and Quality Assurance tools, thousands of businesses already use Hipmob to drive fundamental business results.

Main Benefits

Reduce call volumes: IT Teams can handle 4 times as many chats as voice calls every day. Communicate with your workforce wherever they might be, and reduce costs for your IT Teams.

Rapidly identify bugs and other issues: Quickly answer questions from your workforce, figure out what's causing problems, and fix them on the spot.

Easily deploy for iOS, Android, and the Mobile Web:

Thousands of businesses already use Hipmob. Our SDKs have been battle tested for performance in both iOS and Android, and can be deployed within a half hour.



Core Features and Functionality

Dozens of Integrations: Plug Hipmob into your Zendesk, Salesforce, Hubspot, Desk.com, BoldChat, or 24/7 account. Access the full list of supported services at www.hipmob.com/documentation.

Push Messaging: Easily notify users when their problems have been solved, even if they're not online right that moment.

Intelligent Connection: Configure the connection, reconnection, and idling behavior any way you want.

Enterprise Grade Security: End to end SSL encryption on all communications over the Hipmob network..

Enterprise Grade Chat: Only show chat when someone's available to answer, and intelligently route different queries to the right team member(s). Save transcripts for documentation.

About Hipmob

Hipmob, developed by Orthogonal Labs, Inc, provides a cloud-based SAAS service that enables IT Teams to communicate with the workforce that depends on them. Thousands of businesses rely on Hipmob to communicate with their customers each and every day. Hipmob also integrates with the best in class helpdesk, CRM, sales, and customer support tools for businesses, including Salesforce, Hubspot, Zendesk, Desk.com and more.

"We have received a 50 fold increase in interaction with our customers, and they always comment on how responsive our support is."

Hachisoft

"Hipmob has nearly eliminated our support call volume by allowing us to provide our users with realtime support in our mobile apps."

Joist

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