



Our Customer Care team works with you throughout your experience to ensure that you get the most value from Mobile Control. We remove the burden of a new project off of your team, making sure that the entire process is efficient and manageable right from the start. In addition, we focus on helping you track the value of the solution for your business, from helping to set performance benchmarks to check-in calls for satisfaction and feedback.

Installation Services

Great service begins with our hassle-free coordinated hardware installation at your site, on your schedule. Our in-house coordinators work with a national network of certified installation professionals to meet your deadlines and exceed your expectations.

There are no surprise charges for installation or coordination services—both are already included in your hardware costs.

Training and Support for You and Your Team

SageQuest personally handles training your users, typically using a live web conference to demonstrate your Mobile Control account. The SageQuest trainer takes you through account setup and tailors your training based on how your team will use Mobile Control.

Ongoing Support

Beyond your team's initial training session, our Customer Care team is ready to answer your questions and quickly resolve any issues that may arise. Live phone and email support is available Monday through Friday, 8AM to 7PM Eastern Time.

Mobile Control also offers robust support tools, from an extensive Help File to short recorded tutorials on every key feature of the solution.

“ For any issues we’ve had, SageQuest's customer Care was on the ball to fix them. They were responsive and ready with solutions. ”

Devin Whitehurst, V. E. Whitehurst & Sons, Inc.



Enterprise Implementation Team

For enterprise level customers, SageQuest can provide additional support and professional services through a specialized team experienced in large customer implementation needs. During implementation we provide a dedicated Implementation Manager, ensuring a single point of contact throughout installation and training.