Title:
Handheld Devices: Supporting Your Clients Needs

Word Count:
294

Summary:
Handheld devices are prevalent in the business world. Sometimes, they are
purchased by companies and sometimes by individuals, but sooner or later, you'll
need to begin supporting handheld devices.

Keywords:
handheld devices

Article Body:
While it's tough to make much of a profit margin on sales of desktop or notebook
PCs, it's next to impossible to profitably sell personal digital assistants
(PDAs) to your small business clients.

After all, these handheld devices are generally positioned more as consumer
electronics devices than full-blown "computers".

The Popularity of Handheld Devices or PDA's

Nevertheless, today's PDAs, based on the Palm and Microsoft Windows CE OS's are
quite powerful. Because of power and flexibility, PDAs have become quite
popular with organizations of all sizes. However, lurking behind PDAs soaring
popularity are some hidden IT support dangers where your small business clients
really need you to step in and save the day.

The Whole World in the "Palm" of Your Hand

In most cases, either your consulting firm or your clients' internal gurus get
the first handheld device or PDA support request. Even when an employee
purchased the handheld device on his or her own or received it as a gift, they
will call on you for support.

Inevitably, regardless of whether your small business clients purchase them for
employees, handheld devices or PDAs sooner or later will make their way onto
your computer support radar screen.

Will Your Client Fund PDA Support?

Just be sure to have a heart-to-heart with your main client contact person to decide what the "official party line" will be on PDA support.

Consider all the different product and operating system variables when deciding how your company will cost-effectively support PDAs. There are two additional main issues to think about when considering offering handheld device support to clients: data security and desktop connectivity.