

## Industrial



- Speed up Return on Investment (ROI) in devices and systems
- Reduce risk of technology rollout overruns and delays
- Reserve critical IT resources for core business activities
- Reduce Total Cost of Ownership (TCO) of equipment
- Rely on a single source for all service and support needs
- Simplify maintenance budgeting

### Lean and Agile Industrial through a Full-Service Solution

The widespread movement to lean and agile manufacturing is pulling many companies into unfamiliar territory. Competition is forcing manufacturers to produce products with less waste, inventory, personnel and resources, while simultaneously providing customers with more product and configuration options. The well-supported combination of Automated data collection (ADC) and real-time communication technologies such as WLAN and RFID systems, can help make “lean and agile” a profitable reality for industrial producers.

Intermec Global Services provide systems definition and design, as well as deployment and on-going support for business-critical production-related data collection systems. Intermec experience and expertise take clients from concept to reality, quickly and efficiently. Intermec stands with the industrial production customer long after system installation—helping ensure continuing high levels of performance and satisfaction.

#### What our Industrial customers say about Intermec Technology Services

“We evaluated other similar units, but in the end came back to Intermec. Intermec’s stationary computer with wireless LAN connectivity provided us with the best value because of its rugged design, trouble-free operation, and interoperability with open systems. Plus, as a part of the equation, Intermec brought a high level of support and service.”

– *Malcolm Fields, PhD, Chief Information Officer, HON Industries*

“With wireless, we’re able to provide real-time data collection tools at the point of work. I expect we will save 15% of our associates’ time in production control and other manufacturing coordination operations. And continuous information increases the velocity of part movement throughout the shop.”

– *Ward Lape, Manager of Supply Chain Systems and Processes, Honeywell Repair and Overhaul Facility, Phoenix*

“We stay with Intermec because the SiteCare team knows their own equipment. Also, we see excellent turn around time on repairs, and Intermec charges reasonable prices for the service we get.”

– *Jim Conger, site IT coordinator, Memphis distribution center, Avery Dennison Office Products North America*



For more information on these and other satisfied customers, please visit [www.intermec.com](http://www.intermec.com).

Intermec Professional Services ([www.intermec.com/professionalservices](http://www.intermec.com/professionalservices)) take the worry, hassle and added costs out of deploying new data collection technology. ROI goals are reached, and reached sooner. Intermec's unmatched combination of experience, expertise and geographical coverage smoothes over the bumps in the road for technology implementation. Intermec Support Services in the form of Medallion® brand service contracts ([www.intermec.com/medallionservices](http://www.intermec.com/medallionservices)) provide long-term predictability to the TCO equation. Maintenance and service costs can be "locked in" for the effective life of the devices. Intermec services equipment locally, in major markets worldwide. Intermec data collection systems that include Medallion®-covered devices are provided with unrestricted technical support to keep the Industrial customer up and running.

### Professional Services

- Project Management, for complex and multi-location rollouts
- Software Development for customized RFID, voice, barcode and other data collection applications
- Application Documentation for ready reference, training and archiving
- Training in technology, applications and in device operation to optimize staff efficiency
- ReadICare<sup>SM</sup> device configuration and logistics control for customized, multi-location rollouts
- WWAN activation and Provisioning services
- Truck and Forklift Installation of batch, WLAN, WWAN and RFID systems
- WLAN Site Surveys specializing in complex RF sites
- WLAN Site Installation and configuration
- RFID Feasibility Analysis for low risk implementation
- RFID Process Analysis for determining appropriate-to-client RFID technology and methods
- RFID Site Analysis for verification of technology and site compatibility
- RFID Site Installation for tuning and testing the technology per success criteria
- RFID Troubleshooting
- RFID Analysis and Learning Lab for testing tags and tag technology, and for RFID-related education

### Support Services

- Medallion® service contracts
  - Coverage of defects, failures and wear and tear
  - Preventative maintenance on covered devices when they are turned for repair issues
  - Committed depot turnaround, overnight replacement, and on-site response service to meet a wide range of customer needs
  - Depot Plans with 2- and 5-business day committed turnaround
  - Overnight replacement plan provides ready-to-go equipment as needed, greatly reducing the effects of downtime on productivity
  - Both the Depot and Overnight Replacement plans come with full coverage—including damage incurred in the work place—at no extra charge when a 3-year plan is purchased, pre-paid.
  - On Site Plans with Next- and Second-business day committed response
- Lower-cost alternative to flat rate repair pricing
- Unrestricted technical support for your covered systems, software and devices.
- "Go-Live" support for your project's critical "hand-off"
- SiteCare® on-site device and network preventative maintenance and asset control

**Intermec understands the service needs of the Industrial customer.**

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