Technology Services

Retail

- 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

Helping Retailers Compete on Cost

Against the backdrop of today's highly competitive environment, retailers are implementing technology solutions behind-the-scenes in an attempt to drive down operational costs. Some reductions are achieved through infrastructure and platform standardization, while others derive from more efficient use of staff and more integrated store management methods. On the "front end", retailers strive for increased market share by enhancing the shopping experience, for example, by eliminating out-of-stocks and by personalization.

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

What our Retail customers say about Intermec Technology Services

"Intermec works with Auchan as a partner, not just as a supplier. Intermec presents itself as a company that can help to resolve the problems of reorganizing data collection."

– Marino Vignati, head of IT systems, Hypermarket Division, Auchan

"Intermec understands RFID and has been an integral partner in our full-scale RFID rollout. With the strong read rates and system performance we've seen from our Intermec hardware, METRO Group is proving the efficiency and accuracy that RFID promises for retailers."

– Dr. Gerd Wolfram, executive project manager, Future Store Initiative, METRO Group

"The solution we have implemented has more than exceeded our intitial expectations and we are anticipating return on investment to be achieved well within 18 months—an exceptional rate for this level of implementation. I've no doubt that the way the Intermec team has worked with us as real problem-solving partners, both in the UK and US, has made the whole process run more smoothly."

– Gary Leppard, development manager, TK Maxx

For more information on these and other satisfied customers, please visit www.intermec.com.

Intermec®

Intermec Professional Services (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) 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 Retail 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℠ 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 Retail customer.

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