Technology Services

Consumer Goods

- 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 Consumer Goods Suppliers Reduce Delivery Cycles

With retailers pushing more responsibility back on to Consumer Goods suppliers, the business has become ever more demand driven. Forced to reduce order-to-delivery cycles, they find it difficult to avoid higher inventory levels and logistics costs. The increased importance of retail on-shelf availability has accelerated the introduction of RFID and its related challenges into the mix. Despite cost and new technology pressures, suppliers continue to strive for the "perfect order": accurate, on time and returns-free.

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

What our Consumer Goods customers say about Intermec Technology Services

"The Intermec teams performed this rollout proficiently. The system was integrated across our organization on schedule and we were very happy with the results."

– Rudy Gragnani, vice president information technology, Lance Foods, Inc.

"Intermec came through, put their schedule and their plan together and it worked. They did as much prep work as possible so the process went smoothly. That's really what it's all about—the more planning you do up front, the easier it is to get through."

– Andy Henn, manager, supply chain systems, Pepperidge Farm

"We selected Intermec and Blue Dot because of the combination of leading technology and their ability to deliver a complete integrated solution. We believe Blue Dot's expertise in providing integrated mobile product solutions, including Intermec mobile computing hardware, implementation services and support, will provide our company with the key components for success on this project."

– Bill Krauth, president, Mountainview Food Distributors

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 Consumer Goods 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 Consumer Goods customer.

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