

Transportation & Logistics



- 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

Keeping Service Commitments for on Time, Every Time Transportation and Logistics

No matter what the overall business environment is like, during the ups and the downs, promises must be kept, schedules must be met. Increasing regulatory pressure doesn't make it any easier, but on time guarantees and delivery performance are what it's all about. Automated data collection systems critical to the success of transportation and logistics applications, and the service and support to back them up need to be dependable. This is how the Transportation and Logistics world works—on time, every time.

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 Transportation and Logistics customer long after system installation—helping ensure continuing high levels of performance and satisfaction.

What our Transportation & Logistics customers say about Intermec Technology Services

“One of the things that was really important to us was that, post implementation, if we experienced failures, Intermec recognised the need, working with GeoPosts' UK IT department, to ensure the operators had a unit available every day, without fail. Working in conjunction with Intermec, we can now guarantee that in the event of any failures, we will make sure the operators have a unit back, ready for use the next working day.”

– Steve Mills, director, information technology, GeoPost

“We conducted an extensive search for the best equipment, and when it came time to make a choice about a complete solution, the decision was easy. Intermec products have the state-of-the-art capabilities we need and the history of successful implementations and after-sale customer care we can rely on.”

– Jim Paulson, senior manager, Information Technologies, Florida's Natural Growers Cooperative

“Hertz is a long-time customer of Intermec, with a relationship that dates back to 1995. Intermec understands wireless technology and the wireless customer, and it represents quality and reliability. That's why we came back for more.”

– Claude Burgess, senior vice president, e-business and technology, Hertz

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

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 Transportation and Logistics 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
- ReadICareSM 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 Transportation and Logistics customer.

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