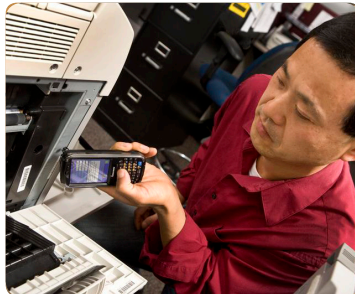
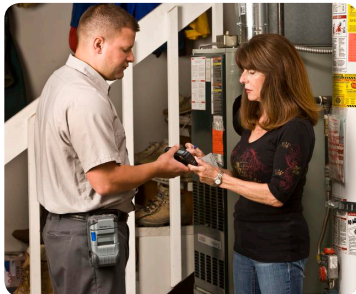


# Field Service

Sales Deck Presentation Instructions



## Deck Purpose and Structure

The Field Service Sales Deck and this Deck Training Guide are designed to help you use the TAS methods of moving from **Tactical** selling to **Competitive** selling. Primarily designed to support the **Flanking strategy**, the deck helps the presenter move beyond “point products” to show the unique benefits of Intermec’s Total Customer Experience through the entire product life cycle. However, because of its modular/open design, you can also use the deck to support other TAS sales strategies as appropriate to the situation.

The deck does not provide a specific script, but rather provides a framework of ‘props’ to help generate dialog you can tailor to each customer’s situation. These are conversations that every successful salesperson is already having...about the unique **Business Drivers** and **Compelling Events** of the customer.

This approach assumes that the presenter will:

- understand the Field Service applications, market trends, and general issues and concerns of Intermec’s leading customers
- engage the customer in a dialog of discovery to understand their particular situation, uncover their needs, and determine if a compelling event exists or can be created
- apply knowledge of the comprehensive Intermec portfolio of product and service offerings (which will likely include partner specific solution content) to recommend a highly tailored, high value solution to meet those needs.

The Field Service deck is intended for use with a cross-functional “C level” or senior operating executive level audience in the Operational, Technical, and Financial/Commercial areas.

All the Deployment Environment decks follow the same basic structure:

### Section One: Customer Focused Discovery

The first few slides in the deck will help you **Assess the Opportunity** and align your **sales objectives** with the **customer’s business objective**. This section gives the presenter a chance to talk about key applications and then dig into specific problems of all three buyer-types; the Economic/Business buyer, the User buyer, and the IT/Technical buyer. By taking the time to ask relevant questions and listen carefully to the responses from all three buyer-types you will have a chance discover the **Business Drivers** and **Business Initiatives** that create **Compelling Events**.

### Section Two: Why Intermec?

There are two objectives with this section. The first is to introduce the “Intermec Total Customer Experience” that changes the conversation from point applications to the **business value** of Intermec solutions for the complete life-cycle. This is a **Flanking Strategy**. The second goal is to introduce the specific Intermec solutions that address the needs and **Compelling Events** expressed by each of the three buyer-types. This is where you will gain the **inside support** you need. This section includes a complete set of high-level introductory product slides.

## Positioning and Differentiating Intermec

Intermec has great products and great experience...but the competition can make those claims too. Intermec’s **unique Value Proposition** is that our complete offering – a total solution of hardware, software, and services – delivers both superior employee effectiveness and TCO. In most cases, this includes important value delivered by an ISV or reseller to complete the whole product solution.

### Intermec’s Field Service Elevator Story (positioning)

**Situation:** Like many businesses, Field Service organizations face economic uncertainty and increasing competition. Their continued profitability – and customer satisfaction – depends on their ability to operate with increasing efficiency across both their field and back-office staff.

**Conflict:** Unfortunately, superior customer satisfaction and operating efficiency both rely on one of the most expensive elements of every Field Service operation: a strong, agile, well-trained, motivated labor force.

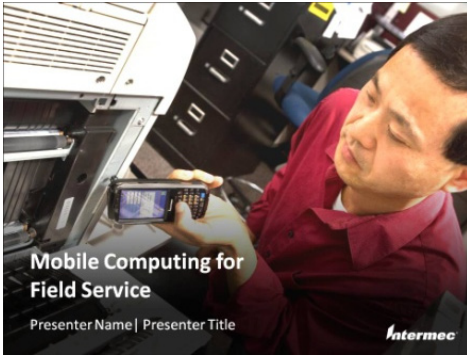
**Resolution:** As the only vendor providing every key building block for a rugged mobile business solution, Intermec has solved this difficult problem. Our purpose-built products are managed and supported by our unified software and services platform, and are backed by a one-stop support infrastructure through our global reseller network.

**Benefit:** By focusing our design on the user first, each Intermec solution element adds to optimized worker performance. By offering all the key components, we are able to ensure the lowest TCO from one generation to the next. Intermec has redefined the rules for TCO and, more importantly, the Total Customer Experience.

## Slide Commentary and Dialogue

The following pages contain notes for all the slides in the sales deck, organized around actual thumbnails. These notes are merely starting points and reminders; props from which you can generate the right conversations.

## Outline of Topics



**Purpose of This Slide:** Give the customer an overview of the presentation. Tell them what you are going to tell them.

**Customer Take Away:** Intermec focuses on listening to customers and understanding their needs. We are experts on their business, but we want to understand their unique pain points so we can optimize a solution for their specific issues. While we believe we have the best products and services, at the end of the day it is about their unique **business needs**.

### Key Points to Make:

Today we are going to talk about:

- Your specific needs and challenges in your current Field Service operations
- What objectives you have in mind to address these needs and challenges
- Why Intermec's complete solution is the smart choice for your business
- Some of the potential solution options we can provide for your unique needs

## Field Service Overview



**Purpose of This Slide:** Engage in a customer-focused conversation where you demonstrate knowledge of the important applications and challenges in their environment. Begin the discussion and dialog to find out what is typical about their operation? What is unique or different?

**Customer Take Away:** See that you understand their business at a general level and are ready to talk about their unique needs and issues.

### Questions to Ask:

- This illustration shows the typical roles in a Field service operation. It is not intended to be comprehensive. Does this illustration fairly represent your operation? What is missing? Are there things here that you don't do?
- Do you operate your own fleet of vehicles? If so, please tell me about that.
- What kind of systems are you using to manage scheduling and dispatch? If it is a packaged s/w application, whose are you using?
- What other applications have you installed? Who manages them? Who does application integration and support?

## Field Service Applications: Office



**Purpose of This Slide:** Find out what is typical about their Mobile applications, and what is unique or different.

**Customer Take Away:** Intermec understands their business and wants to learn about their unique processes.

### Questions to Ask:

- Get a 'day in the life' description for each role.
- Does this list of tasks fairly represent your operation? What is missing? Are there things here that you don't do?

## Field Service Applications: Mobile



**Purpose of This Slide:** Find out what is typical about their Mobile applications, and what is unique or different. decision making process.

**Customer Take Away:** Intermec understands their business and wants to learn about their unique processes.

### Questions to Ask:

- Get a 'day in the life' description for each role
- Does this list of tasks fairly represent your operation? What is missing? Are there things here that you don't do?
- Do your techs carry mobile computers today?
- How do you collect status updates and messages from your field techs today?
- Do you collect customer signatures at the conclusion of a service call?
- Do you collect credit card information onsite for payment?

## User Needs / Challenges

**User Needs and Challenges**

Dispatch	Technical Support	Field Technicians
<ul style="list-style-type: none"><li>Workforce productivity</li><li>Technician tracking</li><li>Real-time status and assignments</li><li>SLA performance</li></ul>	<ul style="list-style-type: none"><li>Customer history access</li><li>Live trouble shooting</li><li>First-time fix rates</li><li>Mean-time to repair</li><li>Knowledge Management</li></ul>	<ul style="list-style-type: none"><li>Paper based processes</li><li>Administrative overhead</li><li>Navigation</li><li>Cross-selling/up-selling</li><li>Orders and Invoices</li></ul>

**Purpose of This Slide:** Develop your **Opportunity Assessment** and your understanding of their **business needs** by discussing the challenges they have in their various User roles and tasks. This slide is targeted at the Operations executives and those responsible for the day-to-day field operations team. It may include actual technicians and field personnel depending on how the customer includes these roles in the decision making process. Additionally, this slide can help to uncover any **business initiatives** that are underway and which pain points they are addressing.

**Customer Take-Away:** Intermec knows that they need to address many different roles and tasks. Intermec wants to understand the unique challenges the customer faces in their business.

### Questions to Ask:

- This buyer type can often be engaged effectively by focusing on the points of dissatisfaction in their operations. What are the issues that keep them from attaining their objectives? What one or two things if they could fix would make the biggest improvement?
- Are there other applications not pictured here that are causing you problems and you'd like to fix? If so, what are they and what is the impact?
- Discuss each role carefully – find the linkages where their process is breaking down.
  - Field Technician
  - Dispatcher
  - Supervisor/Manager
  - Field Support
- Take time to probe what they used to do, what they do today and why. What changes have they made operationally and what has worked? What did not work? Why?
- Identify the current low hanging fruit for each. Assess the needs for printing, document capture, payment, inventory issues, dispatch challenges, etc. Get a full picture of at least two key pain points for each role.
- Do your field techs carry mobile computers today? Are they rugged enough to withstand the harsh operating environment your techs are exposed to? Do techs treat their computer with special care in such a way that it slows down their productivity?
- Is their process for collecting a status message reliable and timely? Is it fast and easy or does it take away from technician productivity?
- Do your dispatchers/supervisors have issues reaching your field technicians? What kinds of problems do you encounter (see above for suggestions)? Do they complain about dropped calls or the need to leave the work area to place a call to the dispatcher?
- Do your supervisors have trouble tracking field workers? Do you have an automated time tracking system for field technicians? Do you have automated expense reporting as well? Do you use AVL (Automated Vehicle Location) to track workers during the day?
- Is the process for collecting a status message reliable, timely, fast, and easy or does it take away from technician productivity?
- Ask about automating customer invoice acceptance and expanding payment options to reduce service-to-cash cycle, truck inventory management, real-time technician tracking/work order status visibility, etc.
- Do they have experience with smart phones? Can they help you to understand the 'real' costs of non-rugged devices, such as technician down-time, repair rates, etc?
- Are they considering barcode or payment and document imaging in the three-year horizon?
- Ask about how they are 'supported' by IT and/or their existing vendor. Do they do a lot of the work themselves – like user training, spares maintenance, deployment, etc?
- Are any of these activities on the operations budget? Is there any thinking around outsourcing any of these activities to reduce expenses?
- What happens if a device goes down in the field? What is the cost of a repair incident to the operation? How many are they getting a month/year? Who manages the spares units and how are those replacements units accounted for and repaired?
- What types of 'product handling' do the field people see on a daily basis? Is it light, medium or heavy? Relate that to the correct product slides at the appropriate time.
- Do techs complain about batteries in their mobile device not making it through the day? When they're in the vehicle do they have an opportunity to charge the battery? If they are using a Smartphone, do they use a cigarette lighter adapter? Does the vehicle power shut off when the engine is turned off? Does the cigarette lighter adaptor come loose?
- Do your techs require schematics or detailed maps (if so this is not a good fit for handhelds)? Do your techs require a keyboard or can they get by with a keypad for data entry? Do they complain about carrying a heavy computer in addition to their tools?
- Are your techs equipped with on-board navigation? Is it integrated with the mobile computer? Does the application bring up the next address on a map without keying in any additional data? Do your techs carry multiple devices and therefore manage multiple sets of batteries?
- How often do your techs replenish vehicle inventory? How do you handle fulfillment for required parts that are not in vehicle inventory? How are techs alerted when a part is available?
- Do you have an automated process (i.e. scanning) for tracking parts at the customer's location or do you rely on manual input into a form? Do you hold techs accountable for missing parts? How do parts get replenished? Do your parts have barcode labels? Can you foresee an improvement in parts tracking and replenishment if you had an automated parts tracking system?
- What is your first time fix rate? Do you know how this would improve with an automated parts replenishment system?
- Do you collect customer signatures at the conclusion of a service call? Do you have issues tracking customer signatures on paper? Would capturing signatures electronically improve your process?
- Do you collect credit card information onsite for payment? Would it help with collections if you could swipe credit cards and print receipts?

## Business / Economic Challenges

Business Needs and Challenges

- Customer satisfaction and retention
- Revenue growth
- Expense control
- Employee performance monitoring

**Purpose of This Slide:** Develop your **Opportunity Assessment** and your understanding of their **business needs** by engaging in a customer-focused conversation about their most important economic business challenges. This slide is intended to be used with economic buyers primarily (but used appropriately can be effective with technical and user buyers) to explore the financial (basic revenue and cost) issues and pain points. Additionally, this slide can help to uncover any **business initiatives** that are underway and which pain points they are addressing.

**Customer Take Away:** Intermec focuses on solving your most important business issues. Mobile Computing is all about ROI; creating lower costs AND new revenue opportunities.

### Questions to Ask:

- What are the most critical cost containment issues the company faces today? Probe those related to the field service operation (technician overtime, travel costs, decentralized reporting)
- Is there a strategy to grow revenue with the field operations team? Probe related revenue oriented ideas with the economic buyer (selling maintenance agreements, more accurate billing for parts used)
- If they are using or contemplating using smart phones, have they done the cost accounting comparisons with rugged mobile computing ownership? Be prepared to jump to 'why rugged?' if this hits a hot button.

- In what ways are they trying to reduce their service-to-cash cycle? Focus on elements that delay billing like inaccurate data from the service event.
- Are they managing all of the supporting roles and functions internally within IT or have they or do they plan to use an outsourced service model?
- What is their philosophy on using capex purchasing vs. scalable opex purchasing? Do they have cash constraints or accounting philosophies that would dictate a preference?
- What is their customer capture and retention target? How do they measure that? What are their expectations for a mobile computing solution around these metrics?
- Where are the first order pain points? By first order we mean those problems that are akin to 'bleeding from the neck'. If they don't get them solved, they face serious business health risks. A good probing question can be 'when was the last time you lost an important customer and why?'
- Where are their second order pain points? By second order we mean smaller, less threatening situations that over time and/or in combination with multiple similar issues will cause a pronounced deterioration in the business? These are often times found most effectively with the user buyers. They know where the 'leakages' are much more often and more acutely than the economic buyers.
- Ask about key metrics they use. Which are the most important, which are they farthest from their target, which represent the greatest risk/cost if they don't get it fixed? On the positive side, which represent the greatest upside? Examples might be improving first time fix, technician utilization rates, average calls per day, new revenue per call, etc.
- Ask about how they would calculate an ROI for an investment in rugged mobile computing solutions? Who is responsible to set that up? What are the internal measures, processes?

## IT Needs and Challenges



**Purpose of This Slide:** Develop your **Opportunity Assessment** and your understanding of their **business needs** by engaging in a customer-focused conversation about their most important IT and related technical challenges. This slide can also help to uncover any **business initiatives** that are underway, and which pain points the initiatives are addressing.

**Customer Take-Away:** Intermed pays great attention to the critical role of IT in achieving operational success. We want to understand your unique needs and issues.

### Questions to Ask:

- Be sure to ask about development, deployment, device management, support, repair & maintenance, accessories management, security, etc...
- Is managing a mix of mobile devices stressing IT infrastructure?
- How do they buy today or prefer to buy - capex or opex purchasing model?
- What is the cost of 'down-time' related to a damaged mobile device? How is that accounted for - who is assigned the metric - IT or Operations?
- What is the host application and computing platform? Who manages integration of new applications and mobile computers with the host app? Is it internal or do they use a systems integrator?
- What are the development challenges they are seeing/expecting for field service applications? Are they using any third party development tools?
- If they are using smart phones today, do they have concerns about operating platform obsolescence, migration of applications, image management, etc?
- Who is responsible to train users on applications, provide help desk activities and services, manage sparring, deal with repair/ replacement and image management, etc?
- What are the costs of the above operations and would they view outsourcing as a viable model?
- How important are SLA agreements in their operation and how are they doing against the target metrics?
- How important is it to help operations by adding more complete field service automation capabilities to create more 'directed' workflows? Is that a user requirement from operations? If so, what are the plans there and which applications are the best candidates?
- What is the role of the carriers in the solution? Who owns that relationship?
- How are wireless network security and data interchange performance being managed? Who has the role to optimize that? What tools are being used today?
- Are your technicians and field personnel using Personal Information Management (PIM) apps like phones, email, browsers, GPS, etc. on your mobile devices or are their apps locked down?
- Discuss the idea of automating customer invoice acceptance and expanding payment options to reduce service-to-cash cycle. Are they doing any image capture and electronic records management to eliminate human errors from a manual paper-based process?
- Are there any initiatives around real-time technician tracking/ work order status visibility? If so, how do you envision taking that effort forward?
- Does the purchase costs of the mobile computing system (hardware, software, and services) fall under the IT budget? If so, who makes the ultimate purchasing decision? What investment and ROI criteria are considered?
- If they are using smart phones, what has been the experience with the 'real' costs of non-rugged devices?

## Why Mobile Computing for Field Service

**Note:** use this slide only if your customer is using a paper-based system for managing service calls

**Why Mobile Computing?**

Because mobile deployments have given Field Service firms:

- 30% greater workforce productivity
- 21% more first-time fixes
- 17% higher SLA compliance
- 14% reduced operating costs
- 13% increase in sales/revenue

- VDC Research  
Mobile and Wireless Best Practices

The slide features a circular inset image showing a person's hands holding a rugged mobile device. The background is a light blue gradient with a subtle pattern.

**Purpose of This Slide:** This slide is for customers who have not adopted mobile computing for the field, or have only partially adopted it.

**Customer Take-Away:** Companies in their industry (that they "self-reference") are seeing real economic benefits from Mobile Computing.

### Key Points to Make / Questions to Ask:

- Emphasize that these field service applications are well proven and widely in use.
- Because field service mobile computing applications are relatively new and growing (as opposed to a more mature market), if your customer or prospect is new to these applications it is very important to arm yourself with a tangible 'success story' from a company that is 'similar' to them. They need to see themselves in your story and want to take the 'hero's journey' for themselves. Emphasize the many ROI opportunities with Mobile Computing in Field Service.
- **Talk about other companies like them who have already adopted an Intermec solution and the benefits that they have achieved (see case study information). Tell a memorable story about big savings gained.**
- Focus on selling the benefits and not the technologies. Early market customers care much more about sourcing a complete solution than about technology. In fact, if you pitch technology to these kinds of customers, they will very likely reject your argument.
- Attempt to work with their existing ISV or a partner for the host application and use our development and deployment tools to augment the integration.
- If you can position your competitors as 'technology only' providers and bring a whole product solution to your prospect, you have set one of the biggest traps possible.

## Why Rugged Matters

**Note:** use this slide if the prospect is considering smartphones or a non-rugged handheld solution

**Why Rugged Matters?**

Because TCO is more than the purchase price...

"Phase II testing uncovered the PDA's glaring weakness: it breaks down a lot. Almost all clinicians reported breaking down with the PDA, and two even had to have their databases recovered. These breakdowns all occurred over a short four weeks of normal use. We found this breakage... really work stoppages... to be highly significant."

Mark Jozwicki, IT manager  
Caritas Home Care

The slide features three small images of rugged handheld devices on the left side. The background is a light blue gradient with a subtle pattern.

**Purpose of This Slide:** Discuss the customer's environment per the prior discovery slides and position why rugged mobile computers and printers matter vs. non-rugged or commercial products such as smart phones.

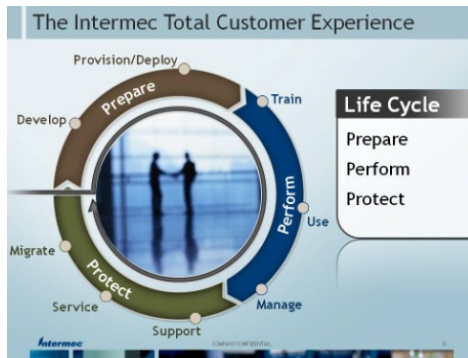
**Customer Take-Away:** No matter how careful your users are, they work in a tough environment and need tough devices. You want your workers to focus on speed and accuracy, not taking care of delicate equipment.

### Key Points to Make / Questions to Ask:

- Discuss the story on this slide.
- Tell other stories of the pain of broken units, down time, service issues, etc.
- Also tell Intermec success stories; where a unit handled really tough conditions.
- Cite VDC findings (TCO for Mobile Computing and Communications Platforms - Third edition, Track II, Volume 1: Field Mobility)
  - The average annual TCO for a ruggedized small form factor device (HH/PDA) is \$2,988. This is 43% lower than the average annual TCO of a non-rugged small form factor device.
  - Largest source of failure include displays and keypads
  - Faulty software and unauthorized changes (by end users) to device settings were frequently cited as sources of failure
  - Average failure rates for rugged small form factor devices was 8.5% vs. 16.7% for non-rugged small form factor devices
  - Lost Productivity - as a result of mobile device failure - was a leading contributor to TCO. On average mobile workers lost 76 - 101 minutes of productivity when their mobile device failed
  - Ruggedized mobile printers achieve a distinct TCO advantage in the core markets and applications under study
  - The average annual TCO of a ruggedized mobile printer is \$1,943.19. This is 50% lower than the average annual TCO of a non-rugged mobile printer for like applications
  - The leading sources of failure included the paper feeder, batteries, print heads and cables
  - Average annual failure rates for rugged mobile printers was 6.4% vs. 17.6% for non-rugged mobile printers
  - Lost productivity - as a result of mobile printer failure - was a leading contributor to TCO. On average mobile workers lost 45 - 50 minutes of productivity when their mobile printer failed.
- Note specifically that in economically challenging times companies tend to push mobile device replacement out to subsequent years. Rugged devices are built to withstand years of operation with a slight increase in failure rates whereas non-rugged devices will fail at an exponentially higher rate year after year.



## Intermec Total Customer Experience (TCE)

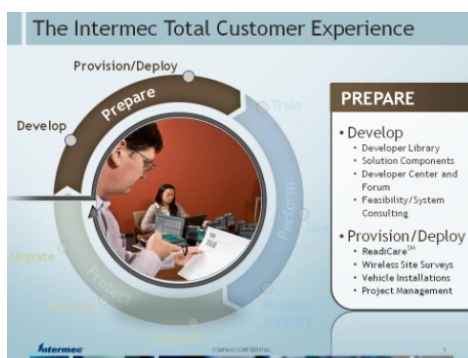


**Purpose of This Slide:** This Total Customer Experience slide is the key to Intermec's **Flanking Strategy**. **Introduce to the audience (all buyer types) that Intermec offers a unique business value** because we bring complete life-cycle solutions to the table, and we take the mentality of a partner investing in their success.

### Key Points to Make:

- Intermec and our partners deliver a total customer experience: Prepare-Perform-Protect. It is a complete life-cycle solution at every phase, not just a few point applications.
- This slide is a summary of the integrated life cycle offering Intermec and our partners can deliver.
- If selling direct, use this slide to suggest we will earn the right for them to consider us a true business partner.
- If selling with/through a reseller, or if you expect to be fulfilling the solution through a reseller at some point, use this slide to reinforce our value combined with the reseller's value proposition – stronger/better together.

### TCE: Prepare



**Purpose of This Slide:** This slide introduces at a high level the elements of the first phase of our solution set that helps companies "Prepare" for a successful deployment of their rugged mobile business solution investment.

### Key Points to Make:

**PREPARE** is a critical element of our Unique Business Value.

- Intermec (and our partners) view this step as absolutely critical to a successful deployment.
- We are experts at properly addressing all the elements of the preparation phase of a new deployment, and will guide the customer through those steps.
- NOTE: Pragmatic (most) buyers always like to hear success stories from other customers that are in their business. Be prepared to relate a customer success story to one of these product/service values and benefits.

**DEVELOP** – we provide the following products and services and offer the customer choices in how to develop their rugged mobile business computing solutions. Introduce these products and services at a high level. Emphasize the products and services that link to the issues and pain points you discovered above to show how we can answer their specific needs:

- IDL: a mature library of developer content, ready to assist in your development of custom applications, with many commonly needed modules already developed (print, scan, etc.)
- Tools and Utilities: we help you control your environment, adapt radios, adapt hardware, control user interaction with applications (lock down browser, ILaunch, etc.). Eliminates person-months from your development cycle.
- Internet Connection manager, WWAN Manager,
- Business Application Assessment and Technical Planning help customers build a business case and specify devices and software.

**PROVISION / DEPLOY**– we provide the following products and services and offer the customer choices in how to develop their rugged mobile business computing solutions. Introduce these products and services at a high level. Emphasize the products and services that link to the issues and pain points you discovered above to show how we can answer their specific needs:

- ReadiCare<sup>SM</sup>
- Staffing, wireless AIDC expertise, staging space, phone carrier relationships, and project management tools to prepare mobile devices and vehicles, and conduct deployment with confidence –
- Deployment scheduling and coordination
- Device / system integration, testing, storage, staging, asset set-up
- Device software configuration
- WWAN carrier activation and provisioning
- Customization of application guides, manuals, and user training documents
- Prepare the wireless worksites or mobile vehicles for effective wireless connectivity – site assessment, RF survey, and cab-mount device and wireless appliance installation specifications.
- Install mobile devices and wireless connectivity appliances in-premise or in-vehicle.
- Discuss the value our reseller partner provides and how we support them.

## TCE: Perform



**Purpose of This Slide:** This slide introduces at a high level the elements of the second phase of our solution set that helps companies “Perform” to reach their objectives for maximum success and benefit with the products and services of their rugged mobile business solution investment.

### Key Points to Make :

**PERFORM** is a critical element of our **Unique Business Value**.

- Intermec (and our partners) are experts at properly addressing all elements of the performance phase, and will guide the customer through those steps.
- NOTE: Pragmatic (most) buyers always like to hear success stories from other customers that are in their business. Be prepared to relate a customer success story to one of these product/service values and benefits.

### TRAIN

- Intermec offers multiple training services and can custom tailor programs especially for your users.
- VDC research shows that after wireless connectivity problems, user training needs are the most common reason end users request support.
- To effectively gain all the available ROI, training is a key element of our value proposition.

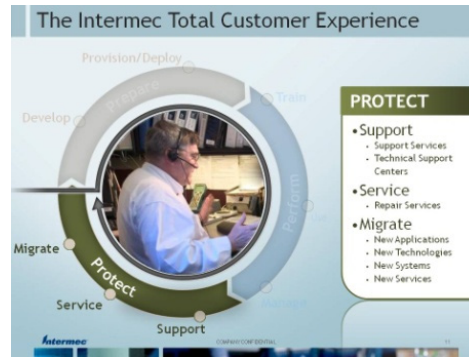
### USE

- The “USE” phase is essentially about how our products are designed and purpose-built to achieve optimal performance and lowest cost of ownership. By design, they are easier to use, easier to learn, more rugged, capable, etc.
- This is the time to make the claim that our complete life-cycle process actually enhances the values inherent in our base products. Our products can stand by themselves, and will surpass the user’s expectations for performance, reliability, TCO, etc. However, we also know that our training and manage solutions enhance the overall performance of our products which is our unique value add.

### MANAGE

- INcontrol Mobile Device Management Services
- Discuss our managed services and support offerings. Why we do this and how it delivers that extra value that can make all the difference in terms of user performance, productivity and accuracy. This is a great opportunity to insert a story about an account where our services really helped control costs and deliver a significantly better return on investment than simple point/hardware-centric solutions do.

## TCE: Protect



**Purpose of This Slide:** This slide introduces at a high level the elements of our solution set that helps companies “Protect” their mobile computing investment.

### Key Points to Make:

**PROTECT** is a critical element of our Unique Business Value.

- The PROTECT phase is necessary to ensure the value of their initial investment is realized, then again toward the end of the life-cycle as decisions are made to migrate to replacement and/or newer products.
- Intermec (and our partners) are experts at properly addressing all the elements needed to protect their investments and guide the customer through those steps to help ensure success.

### SUPPORT

- Intermec provides Web-based and telephone Technical Support Services to provide prompt resolution of product and system configuration issues. Technical Support Centers are staffed with highly trained specialists with deep expertise in AIDC technologies, WWAN, WLAN networks and RFID systems. Medallion® repair services contract holders receive both unrestricted Web and telephone-based support for the life of the contract.

### SERVICE

- Talk about the various Medallion service options we provide, including:
  - committed response times
  - the ability to lock in repair costs for the length of the agreement
  - committed repair turnaround
  - telephone support
  - online “Return Authorization” (RA)
  - repair device tracking and service history
  - device inventory statistics and other repair-related data
  - no-charge return shipping
  - free device cleaning and installation of the latest engineering updates and re-loading of the current factory software (or the customer-preferred version if specified) when devices pass through a repair cycle

## Mobile Worker Solutions



**Purpose of This Slide:** Introduce our primary solutions sets, matched to their **business needs** and **business initiatives** around their mobile workforce.

### Key Points to Make

- A big advantage of using a rugged device developed for the field technician environment is the ease of cradling the unit between jobs to help charge the device.
- Rugged Mobile Computers
- Cradles.
- Battery chargers (vehicle, etc.)
- True portability to the task. – Size and weight
- Superior wireless communications..
- Reliable wireless connectivity.
- Navigation.
- Single device rather than multiple devices.
- Would it help to alleviate communications problems if your techs carried a small mobile computer capable of receiving a service order and allowing them to acknowledge receipt with the press of a single key? Would carrying a handheld computer with built in voice capability help matters?
- Are you aware that work orders get packaged in short “bursty” data messages for easy transmission when they tech is in coverage...even for a brief moment?
- Do you have issues tracking customer signatures on paper? Would capturing signatures electronically improve your process?
- Would it help with collections if you could swipe credit cards and print receipts?
- Did you know you can log travel times and locations using built in GPS?

## Field Management Solutions



**Purpose of This Slide:** Introduce our primary solutions sets, matched to their **business needs** and **business initiatives** related to their dispatching and field management operation.

### Key Points to Make

- Mobile computers capable of receiving a service orders and allowing them to acknowledge receipt with the press of a single key.
- Built in voice capability.
- Track workers and work with an automated Field Service Management system.
- Automated time tracking system for field technicians.
- Automated expense reporting
- Automated Vehicle Location to track workers during the day
- Log travel times and locations using built in GPS

## Customer Premise Solutions



**Purpose of This Slide:** Introduce our primary solutions sets, matched to their **business needs** and **business initiatives** related to their dispatching and field management operation.

### Key Points to Make

- Emphasize the solution set available from Intermec to aid in collecting signatures, managing parts (scanning) and collecting payment (mag swipe and receipt printing).
- Automated process for tracking parts at the customer's location.
- Signature collection.
- On-site credit card payments and receipts.
- Automated invoicing.

## Warehouse Solutions

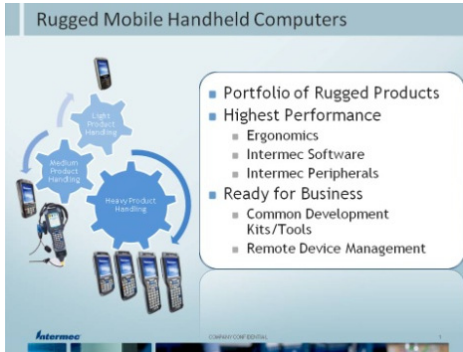


**Purpose of This Slide:** Introduce our primary solutions sets, matched to their **business needs** and **business initiatives** related to their dispatching and field management operation.

### Key Points to Make

- Convey to the customer that Intermec has best-in-class solutions for automating this environment.
- Automated parts tracking and vehicle replenishment systems.

## Rugged Mobile Handheld Computers



**Purpose of This Slide:** Hit the breadth of the portfolio and the fit for handheld application performance.

### Key Points to Make:

- The Intermec portfolio has been designed to provide optimum performance and ergonomics for each targeted application within the customer's usage environment:
  - Heavy Product Handling - moving a lot of product/cases rapidly; or in harsh environments or at heights
  - Medium Product Handling - moving a few cases/packages consistently; or outdoors
  - Light Product Handling - moving one or two products; primarily indoors with a brief transition from outdoors.
- Each device has the best ergonomics and size in its class.
- Designed for the fastest responses and full shift usage so your workers are not slowed down.
- Integrated 2D barcode reading solutions for maximum performance whether you are scanning products up close or location markers 50 feet (18 meters) away.
- Development kits, tools, and Intermec Terminal Emulation that support running the same application across all devices (some examples below).
  - Intermec Developer Library
  - WWAN Tool Kit
  - DEX Tool Kit
  - SmartSystems Console and Server
  - And many more...(see the Intermec software slides)

- Maximized performance with Intermec software and peripherals
  - "Better together" with the combination of Intermec printers, scanners, software and RFID - faster performance, better battery life, etc.
  - Exclusive VERDEX and eMDI solutions
  - Skynax
  - Intermec Client Pack (TE and browser)
- SmartSystems remote device management for easy support no matter where your users are.
  - Ability to manage non-network connected Intermec peripherals via Intermec computers
  - ScanNGo and device health monitoring with 70 Series
- Wide range of snap-ons, accessories and docking to provide enhanced functionality and usage for specific applications and environments.

### Additional Information:

- CS40 and CN50 always have a WWAN radio.
- CK70 is a WWAN device and CK71 is WLAN only.
- CN70 and CN7e can be ordered without WWAN.
- CN devices have DEX and MSR snap-on options.
- CK3 and 70 series computers have the headset snap-on option.
- All will Run Intermec Terminal Emulation
- Typical docking versions include: Vehicle, Single, Multi and Multi-pack.
- Typical accessories include: industrial memory cards, holster, carrying case, wall charger, cigarette lighter charger, pen replacement kits, screen protector kits, and a variety of cables.

## Rugged Vehicle-Mounted Computers



**Purpose of This Slide:** Hit the breadth of the portfolio and the fit for VMU application performance:

### Key Points to Make:

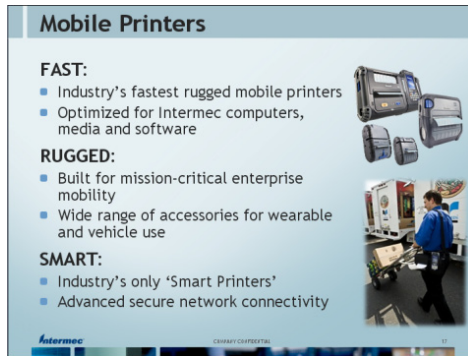
- Designed for forklift vibrations and the fastest responses so your workers are not slowed down.
- Connections and options for keyboards to fit different application profiles
- Tethered and wireless 2D barcode scanners for maximum performance whether you are scanning products up close or location markers 50 feet (18 meters) away.
- RFID solutions for rapid reading of multiple product unique tags
- Development kits, tools, and Intermec Terminal Emulation that support running the same application across all devices (some examples below).
  - Intermec Developer Library
  - SmartSystems Console and Server
  - And many more...(see the Intermec software slides)

- Maximized performance with Intermec software and peripherals
  - “Better together” with the combination of Intermec printers, scanners, software and RFID – faster performance, better battery life, etc.
  - Intermec Client Pack (TE and browser)
- SmartSystems remote device management for easy support no matter where your users are.
  - Ability to manage non-network connected Intermec peripherals via Intermec computers
  - ScanNGo and device health monitoring with 70 Series

### Additional Information:

- CV60 is preferred by companies that have PC based applications and want XP
- CV30 is preferred by companies that are fine Windows Mobile running Thin Client applications like TE or browser, or who desire a smaller screen
- All will Run Intermec Terminal Emulation
- Typical mounting includes: bracket, keyboard bracket, scanner cup, power supply.
- Typical accessories include: SR61BEX and SR61TXR Area Imagers, dangle suspension (retracting cable), barcode printers with vehicle mount, media, screen protectors, replacement pens, replacement touch panel, and various cables. Plus the IV7 RFID reader.

## Mobile Printers



**Mobile Printers**

**FAST:**

- Industry's fastest rugged mobile printers
- Optimized for Intermec computers, media and software

**RUGGED:**

- Built for mission-critical enterprise mobility
- Wide range of accessories for wearable and vehicle use

**SMART:**

- Industry's only 'Smart Printers'
- Advanced secure network connectivity

Intermec CONFIDENTIAL

**Purpose of This Slide:** Overview the mobile printers, highlight the key advantages.

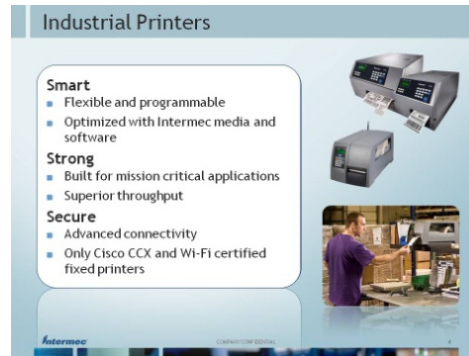
### Key Points to Make:

- Wide range of printers purpose-built for mobile, on-demand printing at the point of activity
- Mobile label printers can be dropped in as "choke points" reducers in the operation by saving time walking back and forth to a fixed printing station
- Fastest in the industry in their class, designed with on-demand productivity in mind, saving up to 30 minutes a day per user, time-to-first label that is proven at 20 to 30% faster than the nearest competitor
- Designed to withstand punishing field and in-premise conditions where dirt, moisture, temperature extremes and physical shock are common
- Combination of Intermec computers, printers and media results in quicker printing and better results
- Integrated card readers on the PB and PW receipt printers provide payment capture with no impact to mobile computer ergonomics
- Full complement of accessories so the mobile printers can be worn or vehicle/cart mounted - most are compatible across all new PB models
- Part of the industry's only full line of smart printers - allows you to off-load some processing or, in some cases, even operate without a computer

### Key Messages on Lead Products:

- The PB Series Rugged Mobile Printers offer best in class print speed and are easy to support and integrate
- The PB Series Rugged Mobile Printers offer best in class durability and application flexibility for lowest TCO
- The PB Series Rugged Mobile Printers intelligent design lowers the cost of implementing a mobile printing solution
- Additional Information:
- Lead rugged receipt printers are PB21 (2"), PB31 (3"), PB51 (4")
- Lead rugged label printers are PB22 (2"), PB32 (3"), PB50 (4")
- Additional receipt printers include PW50 (4" work board), PB2 (2" durable grade), PB3 (3" durable grade) and 6822 (full page)
- Printers support Bluetooth, WiFi (802.11 b/g) wireless; serial and USB wired
- Accessories include power adapters, belt clips and shoulder strap, serial and USB cables, vehicle and mounts/docks, batteries, battery chargers, protective cases. Medallion Complete support programs available

## Fixed Printers



**Industrial Printers**

**Smart**

- Flexible and programmable
- Optimized with Intermec media and software

**Strong**

- Built for mission critical applications
- Superior throughput

**Secure**

- Advanced connectivity
- Only Cisco CCX and Wi-Fi certified fixed printers

Intermec CONFIDENTIAL

**Purpose of This Slide:** Overview the high performance range of fixed industrial printers in manufacturing applications.

### Key Points to Make:

#### Smart

- Intermec Smart Printers are fast to deploy, increase productivity and lower Total Cost of ownership
- Smart printing delivers clear, differentiated benefits to our customers. Whether it is IT manager or business manager, Smart printing offers attractive advantages such as error proof labeling, streamlining of labeling processes and potentially eliminating hardware costs (no need for a host PC) resulting in a lower TCO and more robust solution, that our competition can't match.
- All-in-one printer language abilities in every product we ship means:
- For value added resellers: a faster deployment process.
- For distributors: easier inventory management.
- For customers: A safe investment with the confidence that our printers will fit existing IT infrastructures, deploying with drop-in simplicity to Intermec or mixed printer environments.

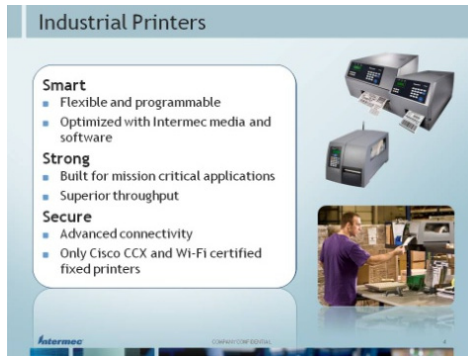
#### Strong

- Intermec Industrial Printers have strong performance and offer excellent Return on your Investment.
- All metal construction results in a lower TCO and potential for less downtime. Intermec printers are well known for ruggedness and delivering in mission critical applications.
- Intermec has over forty years of printing experience and has strong brand awareness in the largest markets. With Intermec's ever-growing install base and reliable printer products, customers know that purchasing Intermec printing solutions is money well spent!

#### Secure

- Intermec industrial printers with it's secure and diverse connectivity offer the best investment protection in the market
- With up to 8 I/O ports, our printers provide industry-leading connection flexibility enabling customers to quickly adapt to changing infrastructure environments.
- Intermec is the only printer manufacturer to feature Wavelink Avalanche and SmartSystems device management and diagnostic capabilities reducing downtime and simplifying deployment.

## Fixed Printers (cont'd)



**Industrial Printers**

- Smart**
  - Flexible and programmable
  - Optimized with Intermec media and software
- Strong**
  - Built for mission critical applications
  - Superior throughput
- Secure**
  - Advanced connectivity
  - Only Cisco CCX and Wi-Fi certified fixed printers

The slide features images of industrial printers and a worker in a factory setting.

- Intermec offers an industry-leading range of advanced connectivity options including the highest level of secure wireless connectivity (WPA2). As the industry's only printers with WiFi- and CCX-Certification, Intermec industrial printers help maintain wireless network integrity and reduce configuration time. Every printer ships with Ethernet connectivity, as well as with emerging network protocol IPv6, ensuring long-term, enterprise scalability.

**Additional Information:** The products that fit best in Manufacturing industrial environments are High Performance PX4i and PX6i printers Rugged that ensure 24/7 non-stop label printing in even the harshest environments

## Media



**Media**

- Labels, tags, receipts and ribbons**
  - Thermal and direct thermal printing
  - Item level ID & secondary packaging
  - Stocked products for fast delivery
  - Mild to harsh environments; paper, film, RFID
  - Customization for challenging applications
  - Co-engineered with printers for optimal performance

The slide features images of various media products like labels, tags, and ribbons, and a person holding a printed label.

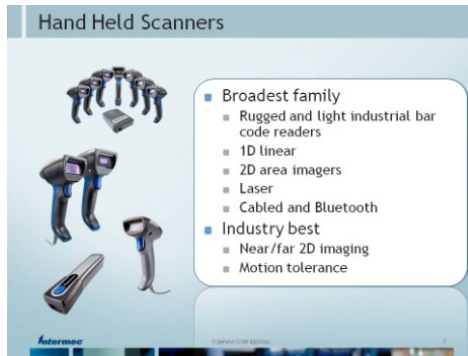
**Purpose of This Slide:** Overview the Media that is co-engineered with Intermec printers with many popular configurations in stock.

### Key Points to Make:

- Intermec Media offers Duratran and Duratherm paper and film labels for the core markets inside the 4 walls for Warehouse, Manufacturing, Transportation & Logistics.
- Intermec Media has a global footprint and in stock products at several warehouse and distribution points to provide confidence to Global brand owners.
  - Currently there are five (5) in North America and 3 in the United States; Cincinnati, OH, Tempe, AZ, Seattle, WA + Canada & Mexico
  - Pre-Print and Digital Solutions for small runs
  - Manufacturing in Nijmegen, NL with Distribution in Brazil & South Africa
- Over 230 items are available for same day shipment to meet just in time requirements for customer's needs
  - On the shelf supplies to support lean manufacturing and JIT (just in time) systems
  - Common applications are paper shipping labels for cross docking applications to critical applications such as printing on specialty films for cryogenic cold storage in extreme environments.
  - Need a RFID Media that requires expertise such as testing antenna read range with deployed hardware? Custom Applications with RFID labels and tags are tested in a world-class lab
- Application's Analysts with decades of experience ensure the optimal solution is provided at minimal cost to ensure uptime performance of deployed printers.
  - Intermec Media has over 20 patents for label manufacturing
- Media facestocks, adhesives and liner release are tested in a world-class lab to ensure the media performs the rigors of deployed printers and scan with image quality rated at ANSI Grade A
- Backed by the printhead replacement program for exclusive Media customers



## Data Capture Hand Held Scanners



**Purpose of This Slide:** Illustrate and introduce the broad line of Intermec's Rugged and Light Industrial HH scanners.

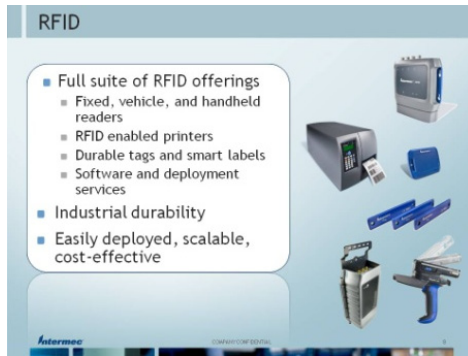
### Key Points to Make:

- The SR61 family of industrial handheld scanners offers a broad choice of 1D linear imager and laser and 2D area imager options. SR61 products are an ideal complement to Intermec vehicle-mount computers and printers used in field service environments that require industrial-grade specifications.
- The SF51 Cordless Scanner is a rugged Bluetooth scanner designed for truly "hands-free" scanning, by means of the magnetic attach/release mechanism that enables users to clip the scanner in place quickly and easily.
- The SR30 is a light Industrial, general duty handheld scanner designed to collect data at the point of service (POS) for customer applications. The SR30 is targeted at customers who require affordability, ease of use, ability to streamline operations for more efficient customer service, and increased visibility of inventory items so that better purchasing decisions can be made and customer sales are not lost.
- **Key attributes of the SR61 family that make this family better than the next best competing vendor solution.**
  - Superior motion tolerance and snappy Time to Read (TTR) of the SR61THP.
    - Advanced decoding, White Illumination & faster shutter key to this performance.
  - SR61ex family has the only 2D capable long range near far reader in the market.
    - Depth of field on both linear warehouse codes and 2D matrix codes cannot be matched by any competing laser scanner.
  - VGA + image resolution supplies greater image and video detail
  - USB 2 interface saves time by quickly transferring data to host app
  - Full line of Laser, Linear imagers and 2D Area imagers.
  - High Performance: the HP imager model offers superior motion tolerance and fast time to read. A combination of white illumination and red laser aimer provide this scanner with exceptional time to read performance, saving time reading linear and 2D codes.
- Key Attributes of the SF51 hands free scanner are:
  - Truly hands-free scanning automation via unique magnetic attach / release mechanism
  - Complete mobility with industry-standard wireless Bluetooth® communication
  - Premium scanning performance at an economical price
  - No-hassle connection and setup of personal preferences using Intermec's EasySet® software
  - Industrial strength design withstands multiple six-foot drops to concrete and harsh environments – seal rated IP54
- Key attributes for the SR30 scanner family are:
  - Affordable: Low-cost tethered scanner for point-of-service (POS) applications
  - Auto-sensing cables streamline setup using plug-and-play technology
  - Aggressive Vista scan rate (500 / second) ensures fast scanning even for damaged or imperfect bar codes

### Additional Information:

- Full line of holders, holsters and charging accessories available.
- Easy order kit configurations get operators up and running quickly.
- All Intermec scanners easily connect to Intermec computers and printers.
- Scan Map Reading Distances for the SR61 can be found at: <http://www.intermec.com/partner-files/guides/en/SR61T-Reading-Distances.pdf>

## RFID



The slide features a title 'RFID' in a blue box at the top left. Below it is a list of bullet points. To the right of the text is a collection of images showing various RFID hardware: a large industrial reader, a smaller handheld reader, a printer, and several tags. At the bottom left, the Intermec logo is visible.

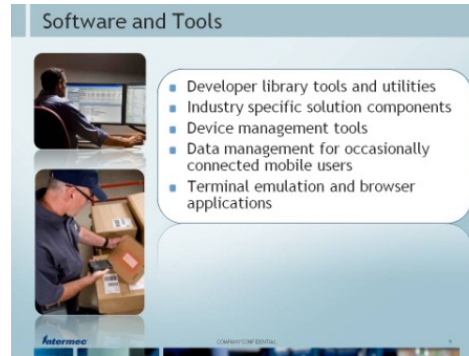
- Full suite of RFID offerings
  - Fixed, vehicle, and handheld readers
  - RFID enabled printers
  - Durable tags and smart labels
  - Software and deployment services
- Industrial durability
- Easily deployed, scalable, cost-effective

**Purpose of This Slide:** Overview the RFID products and RFID enabled products, highlight the key advantages.

### Key Points to Make:

- Intermec is a one-stop shop for RFID projects with the broadest product portfolio in the industry. The Intermec family of products adds a layer of compatibility and manageability across a full line of Automatic Identification and Data Capture (AIDC) hardware.
- Intermec RFID creates unique value with customer-centric designs, market-leading innovation, and a comprehensive solution set.
- IF2 – Intermec’s latest addition RFID product portfolio, the IF2 Network Reader offers advanced performance in a compact and cost-effective design. The IF2 is the best solution for enterprise and industrial applications that require a simple, yet feature-rich reader.
- IF6 – Intermec’s exclusive enterprise reader is the most intelligent RFID reader on the market. The IF61 provides local computing power to speed up data processing and reduce the cost and complexity of the overall system.
- IP30 – Intermec’s mobile handheld reader can be easily added to the CN4/CN4e, CN3/CN3e, CK61/CK61ex, or CK3. The IP30 offers unprecedented versatility by combining advanced data collection methods and communication via multiple network radios. The IP30 is lightweight, offers superior performance, and is fully-rugged to meet the demands of challenging environments.
- IV7 – Intermec’s vehicle mount reader specifically designed for easy forklift installation adds real-time visibility to warehouse operations for improved inventory management and efficient, cost-effective utilization of returnable transport items (RTIs).
- PM4i, PX4i, PX6i – Intermec’s RFID-enabled fixed printers and associated smart label media offer all-in-one firmware, rugged construction and the latest security protocols.
- Intermec’s durable asset tags are rugged and chemical resistant, offering superior performance on a variety of surfaces, including metal, plastic, and wood.
- Advanced RFID Extensions (ARX) is an Intermec-exclusive software solution available on the IF2, IF61, and IV7 readers that identifies tags in motion. This feature can be used to accurately identify the tags of interest versus nearby stray tags for increased material handling efficiency and improved data accuracy

## Software and Tools



The slide features a title 'Software and Tools' in a blue box at the top left. Below it is a list of bullet points. To the right of the text are two images: one showing a person at a computer workstation and another showing a person scanning a box. At the bottom left, the Intermec logo is visible.

- Developer library tools and utilities
- Industry specific solution components
- Device management tools
- Data management for occasionally connected mobile users
- Terminal emulation and browser applications

**Purpose of This Slide:** Overview the breadth of the Software and Tools offerings for all stages of a project lifecycle, highlight the key advantages, and their maturity and fit.

### Key Points to Make:

- You can realize mobility benefits sooner with proven Intermec software and tools
- Intermec software and tools are specifically purpose built for mobile systems
- Intermec’s proven developer tools and utilities will decrease the development effort and time, and will increase the probability of project success.
- The developer tools and utilities are designed to enable developers to fully use Intermec device features and maximize system performance
- Protect your application development investment – software developed using Intermec tools can be easily migrated to future Intermec devices
- Intermec’s industry specific solution components for mobile document imaging (eMDI) and VERDEX offer unique solutions to solve common problems seen out on routes with document handling and incomplete and inaccurate shipping addresses.
- SmartSystems Device Management tools lower the cost of the deployment & on-going management of mobile systems. SmartSystems enables capabilities like ScanNGo device provisioning and 70 Series Device Health monitoring.
- SmartSystems is also designed to work well with cross enterprise device management tools like those from companies like SOTI and Wavelink
- The Skynax mobile communication server efficiently links enterprise systems to occasionally connected mobile users for the transfer of mission-critical data through wireless WAN, WiFi or wired networks, with features like data compression and least cost routing
- Intermec’s terminal emulation and browser software provide optimal battery and scanning performance on Intermec computers and peripherals in thin-client environments. Both products are included in the Intermec Client Pack.

### Additional Information:


- Developer tools and utilities – include IDL resource kit (ex. printing, scanning), WWAN communication manager
- Industry specific components – eMDI (full document image capture), VERDEX (data extraction and verification)
- Device management – SmartSystems and Skynax
- Data management – Skynax
- Terminal emulation and browsers – Intermec Client Pack (Intermec Terminal Emulation plus Intermec Browser)

## Global Services

Intermec Global Services

**Prepare**

- Assessment & Planning
  - Project management
  - Business analysis
- Wireless Services
  - Carrier activation
  - Guaranteed site surveys
- Installation
  - Vehicle
  - Onsite
- Education
  - Onsite
  - Web based
- ReadICare
  - Device configuration



**Purpose of This Slide:** Overview the breadth of the Global Services offerings for all stages of a project lifecycle, highlight the key advantages.

### Key Points to Make:

- Before, during, and after deployment of mobile AIDC devices and software, Intermec Services complete the solution

### PREPARE

#### • Assessment and Planning

- **Project Management** - Our expertise for large, multi-site AIDC technology rollouts is unmatched in the industry. We offer complete pre- and post-implementation services delivering expedited return on investment.
- **Business Analysis** - we help customers do business application assessment and technical planning for business case development for specific product and services requirements.

#### • Wireless Services

- Carrier Activation - See ReadICare Service below.
- Guaranteed Site Surveys - We can prepare the WLAN workspace, and equip vehicles for in-premise and field mobile applications. Performance is guaranteed - if ever necessary to make WLAN infrastructure modifications within 18 months of an installation to our specification, Intermec will bear the expense - so customers come in on budget, guaranteed.
- Installations - From large in-cab fleet installations, to smaller, exacting RFID forklift installations, Intermec installers optimize fixed mount data collection devices for a fully integrated mobile technology solution.
  - We work from the mobile AIDC device up. Integrating our AIDC expertise with WLAN, WWAN technology assures performance-matched efficiency, with no waiting for follow-on system configuration, monitoring, or troubleshooting at go-live. Our harsh environment expertise is available worldwide - currently supporting the US Army in Afghanistan and Kuwait.

- **Education Services** deliver customer and partner training programs for end-user solutions, ensuring a smooth product deployment every time. We design and implement custom curriculum, identify/ deploy instructors, manage training logistics, create Help Desk support plans and provide project management for all aspects of a technology roll-out.
  - On-site Training - Intermec will deliver on-site classroom events or facilitate Train-the-Trainer events for your personnel. Assessment activity is performed to ensure competency and reinforce mastery of skills. The entire training effort and logistics associated with delivering a professional training program is project-managed by Intermec's experienced Education Services team.
  - Web-based Training - utilizing web-based training, designed to fit our customers' needs
  - Partner Coordination/Support - Intermec can provide the entire training solution including design, development, and delivery, or supplement the training services provided by our partners. We support partners as they train their customers and deploy their solution sets.
- **ReadICare Service** takes care of all device preparation and project management details, leaving large, complex deployments with "no worries." With dedicated staff, space, and resources, established relationships with every WWAN phone carrier in North America, and project management tools proven by over 5000 successful national deployments, Intermec will configure, activate, and ship new mobile devices to their points. Intermec Installation Services for fleet applications provide for local installation of cab-mount mobile devices and wireless appliances, to assure operator safety and wireless connectivity. When combined, ReadICare and Vehicle Installation assure new mobile capability comes online without downtime or disruption of operations for your mobile workforce and field fleet.

## Global Services



The slide titled "Intermec Global Services" features a central image of a technician working at a computer workstation. To the left of the image is a text box with two main sections: "Perform" and "Protect".

**Intermec Global Services**

**Perform**

- INcontrol
  - Track assets
  - Remote management
- Tech support

**Protect**

- Medallion
  - Repair and maintain
  - System performance optimization

Intermec logo and "CONFIDENTIAL" watermark are visible at the bottom of the slide.

**Purpose of This Slide:** Overview the breadth of the Global Services offerings for all stages of a project lifecycle, highlight the key advantages.

### Key Points to Make:

- Intermec is the only manufacturer with these types of Global Solution offerings. Eliminate any customer anxiety about implementing a complex mobile AIDC solution, to remove an obstacle to the sale.

### PERFORM

- **Intermec INcontrol Managed Services** delivers integrated network and device management solutions for IT and Operations managers who need to ensure AIDC network and device performance, track assets and protect and secure network investments.
  - **Track Assets/Remote Management:**
    - With three integrated solution offerings – INview, INsync and INcommand – INcontrol leverages Intermec's proven technology and services expertise to deliver remote network, device, and asset management; real-time tracking of all network devices; device and network health and utilization; device and data security; remote diagnostics and configuration; and comprehensive reporting capabilities through a customized Web interface.
  - **Tech Support** Intermec provides Web-based and telephone Technical Support Services to provide prompt resolution of product and system configuration issues. Technical Support Centers are staffed with highly trained specialists with deep expertise in AIDC technologies, WWAN, WLAN networks and RFID systems. Medallion® repair services contract holders receive both unrestricted Web and telephone-based support for the life of the contract.
  - **System Performance Engineering** helps customers and partners assess, optimize, upgrade, or extend performance.

### PROTECT

- **Medallion Service Contracts** provide you with committed response times and the ability to lock in repair costs for the length of the agreement.
  - **Break/Fix Maintenance**
    - Medallion Service Contracts cover more contingencies than Standard Warranty support including committed turnaround schedules, telephone support, online "Return Authorization" (RA), repair device tracking, service history, monitor on-time performance, device inventory statistics and other repair-related data, no-charge return shipping, free device cleaning, installation of the latest engineering updates and re-loading of the current factory software (or the customer-preferred version if specified) when devices pass through a repair cycle.
    - The Silver plan provides a 2- business-day in-depot turnaround schedule. Bronze delivers a 5 business-day turnaround.
    - Medallion Complete is the premium offer available at the time of equipment purchase with pre-paid 3- or 5-year options, provides comprehensive coverage of product defects, wear, failures and any damage sustained while being used as intended in the work environment. There is no charge beyond the price of the contract for repairs on any of Intermec's data collection solutions, including eligible accessories. Medallion Complete is available in all regions. With price protection and complete coverage built into the agreement, budgeting for maintenance couldn't be easier!