

Warehouse / Distribution Center

Sales Deck Presentation Instructions



Deck Purpose and Structure

The Warehouse/DC 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 Warehouse/DC 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 Warehouse/DC 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 Warehouse/DC Elevator Story (positioning)

Situation: Like many businesses, Warehouse and DC operations deal with ongoing economic uncertainty. In order to thrive, they need better control of inventory and operating costs, while maintaining or improving customer satisfaction.

Conflict: Unfortunately, customer satisfaction and operating efficiency both depend on one of the most expensive elements of every warehouse or DC 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 DSD 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

Warehouse/DC Mobile Computing Applications



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 is of a typical warehouse/DC operation; it is not intended to be comprehensive. There are many types of DC's with many variations in terms of goods handled.
- Research by VDC, Warehouse Education Resource Council (WERC), ARC, and Aberdeen concludes that the essential processes (receive, put away, replenish, pick, pack and ship) are relatively common across all industries.
- The very first question you want to ask of every warehouse/DC is "which WMS are they running?"
- If they using a packaged WMS, find out if they are still on maintenance and support with the WMS provider, or if they are now managing the code themselves.
- The second question to ask is whether they have any material handling or automation equipment and software, and if so from whom did they buy it?
- Next, ask about their general processes using this application illustration. Does this admittedly simplistic illustration fairly represent your operation? Are there other applications not pictured here? What else are you doing differently?
- Be sure to inquire about printing and where printing is used today. Ask about label media, specific label types and where they are used, and who buys labels and printers. Many times the operations management does not get involved with label printing and printer purchasing and if this is provided by the purchasing group to them, it can be an area of dissatisfaction with the operations teams. Use this to find out what is happening and if we can serve them better. What other applications have been installed (labor, pallet building, transportation management, yard applications)? Who manages them? Who does the application integration and support?
- Ask them to describe their top operational/business KPI's (key performance indicators) or metrics that drive the business. What is most important in terms of cost control and revenue (customer service levels) and why?

User Needs / Challenges: Inbound Apps



Purpose of This Slide: Develop your **Opportunity Assessment** and your understanding of their **business needs** by discussing the challenges they have in their User roles and tasks.

This slide is targeted at operations executives and senior management responsible for the day-to-day distribution operations and team. The audience may include actual warehouse/DC staff and floor workers particularly as many more mature customers rely on these personnel to evaluate solutions in the decision making process.

Customer Take Away: We understand the key User tasks and can discuss their specific needs in detail.

Questions to Ask:

- User buyers 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 or improving their metrics for the Inbound workflows? What one or two things if they could fix would make the biggest improvement? What keeps them up at night?
 - Discuss each role and workflow process carefully – find the linkages where processes break down.
 - 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?
 - Are there any applications that are problematic today? Are there other applications not pictured here that are causing you problems? What objectives do you have for improvements specifically? Which metrics are most important or need the most attention? What is your current performance level vs. your target?
 - Ask about the general receiving process. Is their system paper-based? How do they reconcile shipments received to orders? Are they doing image capture of shipping documents in the receiving process? Are they using ASN's (Advanced Shipping Notices) and if so are they satisfied with the process today?
- What is their process for pallet labeling at receiving? Do they have a stationary or mobile on-demand label solution? What kinds of labels are they printing? Do they have a need to improve the through-put or accuracy of label application?
 - How do they do put away? Is it system directed from the WMS or self directed by the forklift operators? Are they using a large format or smaller format fork truck mounted terminal to provide the WMS and location information?
 - How are they confirming put away locations? Are they scanning, using voice, or using human readable/typing inputs? Are there any improvements they are trying to achieve in this process?
 - Regarding the replenishment task, how are they doing it today? Are they doing replenishments in real-time based on WMS inputs or are they using a manual system that is noting empty pick locations to drive the replenishment process? What is their current out-of-stock or short order metric and can they improve it? Do their workers need to get down off their forklifts to manage the items in the slot locations? If so, how are they interacting with the mobile computers when they are "off-the-truck" mobile?
 - Regarding Inventory tasks, ask how they are doing it today. Are they doing physical count inventories periodically? Are they doing more real-time cycle counting and is this interleaved with picking, put away or other tasks? What are their costs for doing inventory and are they sufficiently automated with the right tools such as a variable range scanning solution that can improve throughput and data capture accuracy?
 - 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? If they could either give X responsibilities to IT or take Y responsibilities from IT and do it themselves, what would those be and why?
 - Are any of these IT related 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? 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?
 - Other applications might be returns and cross-docking (very similar to flow-through). Ask about these applications as well.

User Needs / Challenges: Picking Apps



Purpose of This Slide: Develop your **Opportunity Assessment** and your understanding of their **business needs** by discussing the challenges they have in their user roles and tasks.

This slide is targeted at operations executives and senior management responsible for the day-to-day distribution operations and team. The audience may include actual warehouse/DC staff and floor workers particularly as many more mature customers rely on these personnel to evaluate solutions in the decision making process.

Customer Take Away: We understand the key Picking tasks and can discuss their specific needs in detail.

Questions to Ask:

- What kinds of picking processes are they doing today? Is it full case, each pick? Are they doing any full pallet picking?
- How many people are picking on the largest shift? How many shifts are doing picking and how many days per week are they picking? Are order pickers paid on performance? If so, how have those metrics been established? Do they have engineered labor standards?
- What are their current metrics around picking? What is their current accuracy and productivity? How do they measure it? What is their target goal for accuracy and productivity? How much money can they save if they improve to their targets? How do they calculate those savings? Do they track on-time shipments and if so, how are they doing?

- What kinds of 'technology' are they using for their picking applications? Have they used other methods or technologies in the past and if so, what were the results? What caused them to change to the current methods?
- Do they have any special situations related to temperature zones (like freezers)?
- Ask if there are any applications that are problematic today? If so, in what way?
- Are they seeing other related costs to picking that they would like to eliminate beyond just labor and elimination of errors? The example might be elimination of paper or labels in a paper-based picking system. Or clean up costs of label backing materials that get dropped onto the floor, etc.
- Do they have language issues in their facilities that cause reduced productivity, accuracy, impact training and performance of new workers?
- Do they have peak seasons with 'casual labor' and if so, how do those people perform compared to regular employees?
- Do they understand their injury and worker comp claims by activities in the DC? Is there any correlation between types of tasks and injuries? Have they done this analysis to find out if there are any changes that can be made in terms of process or technology used to alleviate injuries/claims?
- Get them to discuss specific improvements they are working on now or would like to work on.

User Needs / Challenges: Outbound Apps



Purpose of This Slide: Develop your **Opportunity Assessment** and your understanding of their **business needs** by discussing the challenges they have in their user roles and tasks.

This slide is targeted at operations executives and senior management responsible for the day-to-day distribution operations and team. The audience may include actual warehouse/DC staff and floor workers, particularly as many more mature customers rely on these personnel to evaluate solutions in the decision making process.

Customer Take-Away: We understand the key Outbound tasks and want to discuss their specific needs in detail.

Questions to Ask:

- What kinds of outbound processes do they have today? Are they working with full pallets, mixed pallets, totes? Other?
- How many people/fork lifts are doing outbound applications on the largest shift? Do they focus on outbound applications more from one shift to another?
- What are their productivity standards for the outbound apps? How have those metrics been established? Do they have engineered labor standards? What are their current metrics? How do they measure it? What is their target goal for accuracy and productivity? How much money can they save if they improve to their targets? How do they calculate those savings?

- What kinds of technologies are they using for their outbound applications? Have they used other methods or technologies in the past and if so, what were the results? What caused them to change to the current methods?
- Do they have any special situations related to temperature zones (like freezers)?
- Ask if there are any applications that are problematic today? If so, in what way?
- Regarding flow-through - are they using the flow-through process of taking full pallets directly from the receiving dock to the shipping door today? If so, what are the core technologies and processes they are using? Are they doing re-labeling of the pallets at receiving or at the put location? Do they require fork lift driver mobility or any other workflow options they are not doing today?
- Regarding put-to-store - are they doing a put-to-store function at their shipping doors? If so, are they satisfied with their productivity and accuracy? Are they using any particular unique technology or process that is working well or less well?
- Regarding packing and audits - are they doing any in-process or secondary packing workflows? If so, how are they accomplishing the packing function? What kinds of technologies are they using? What are they packing (kinds of products), what are the handling requirements, how many people are doing this function, what are their productivity and accuracy metrics, how measured, and are they on target?
- Regarding audits - are they currently doing any audits of outbound pallets, cases, totes, other? If so what is their process? How are they actually recording and comparing for accuracy? Are they using any technology to do this? Is the audit function cost in line with what they think is reasonable? How many people are doing audits and what is the cost of the function on a monthly basis? What is the audit function revealing in terms of quality of the other processes (picking and packing)? Are there opportunities to improve the quality metrics the audit function is measuring, what have they tried, etc?

Business Needs and Challenges



Business Needs and Challenges

- Revenue growth and customer satisfaction
- Inventory costs and forecasting
- Cash/Order-to-Cash cycle
- Increasing customer expectations
- Labor efficiency and agility
- Real-Time visibility
- 100% asset utilization
- Employee turnover and training costs

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 to explore the financial (basic revenue and cost) issues and pain points. Used appropriately, it can be also effective with technical and user buyers. 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:

- Under which budget does the purchasing of the mobile computing system (hardware, software, and services) fall? Who makes the ultimate purchasing decision? What are the investment and ROI criteria that are used to evaluate investments?
- What are the most critical business objectives? Is it revenue growth or cost containment focused? What external pressures and issues does the company face today? Is that new and if so why? Probe issues related to the customer satisfaction, changing customer expectations and what they can do to better meet those expectations.

- Is there a strategy to grow the operations revenues? If so, how are they doing this? By handling more products, driving more turns, reducing SKU's to the highest movers, other? Are they being asked by more demanding customers to deliver to more locations or more frequently with smaller orders?
- Are they managing all of the supporting roles and functions internally within IT, or have they or do they plan to use an outsourced services model?
- What is their philosophy on using a capex purchasing vs. a potentially more scalable opex purchasing model such as a lease? Do they have cash constraints or accounting philosophies that would dictate a preference?
- 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 'What is the one thing about your operation that keeps you up at night?'
- Where are their second-order pain points? (Smaller, less threatening situations that over time and/or in combination with multiple similar issues will cause a pronounced deterioration in the business.) Think of these as 'death by a thousand cuts' problems. These are often times found most effectively with the user buyers. They know where the profit 'leakages' are much more often and more acutely aware of them than the economic buyers.
- Ask about key performance indicators (KPI's) or key metrics they use to drive their business. Which are the most important, which are farthest from their desired target, which represent the greatest risk/cost if they don't get fixed? On the positive side, which represent the greatest upside? Examples might be improving accuracy, performance, reducing employee turnover, 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, etc.? When do they lock purchasing budgets? How have people been successful in the past taking previously earmarked dollars and getting them re-directed to another new investment idea?

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: Intermec pays great attention to the critical role of IT in achieving operational success. We want to understand your unique IT needs and issues.

Questions to Ask:

- What products (hardware, software and services) are they using now for their primary applications?
- How satisfied are they with device up-time and reliability, service level agreement performance, software customization costs and support, etc?
- What is their current metric for each class of product (VMU, handheld, scanners, printers (both fixed and portable) for uptime and cost of maintenance? Are they achieving their desired results or do they feel they can do better?
- What is the cost of 'down-time' related to a damaged mobile device? How is that accounted for and in which budget – 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?
- Have they standardized on an integration tool kit that enables very low upgrade risk and costs when they move to newer generation hardware?
- Are they managing and integrating a mix of mobile devices and is that stressing the IT and support infrastructure?
- How have printers been integrated into the host application interfaces? Are there opportunities to improve accuracy and productivity by moving printers closer to the point of work?
- Have they evaluated their data interfaces for performance and most importantly worker productivity improvement opportunities?
- How do they manage sparing and replacement of equipment that is sent in for repair? How do they handle equipment management in general?
- How do they handle both the initial provisioning and then image management for products that are returned from repair into operation? Are they using a tool to help manage that and control costs?
- Who is in charge of managing the equipment room and is that being done cost effectively? Are computer and printer assets and accessories like batteries being managed appropriately to ensure full-shift operations and proper charging? How is normal use and replacement of batteries and other consumables being measured? Who pays for this and is there an opportunity to improve cost control here?
- How is wireless network security and data interchange performance being managed? Who has the role to optimize that? What tools are being used today? If they are using terminal emulation, whose product are they using? Have they done a performance evaluation to see if Intermec's products can improve important worker productivity metrics?
- Who is responsible to train new employees and new users on applications? Is that being done cost effectively? Do they measure performance of new employees and are they satisfied with how quickly new employees can achieve standard performance and accuracy metrics?
- How do they manage and provide help desk activities and services? Is that being done in a cost effective way today? Are they using any tools or applications to help them with problem identification and resolution?

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:

- ReariCareSM
- 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

Inbound Application Solutions



Purpose of This Slide: Introduce our primary solutions sets, matched to their **business needs** and **business initiatives** around their mobile workforce. It is essential that you relate the needs and initiatives information you learned from the dialog on the preceding slides to these primary solutions sets. If they did not have any issues/concerns with Inbound applications, skip this slide.

Key Points to Make :

- We have a comprehensive set of products and services for the Inbound applications.
- Clarify which elements of the suggested solution set they have interest in, affirm their interest and introduce the target products and services uncovered in the prior dialog.
- Confirm their interest and suggest you will do a deeper dive on the specific products or services of interest in a few slides.
- SmartPrinting and the potential for on-demand distributed printing with portable printers can be an effective way to create preference for Intermec printers and media.

Picking Portfolio Solutions (Intermec Portfolio Fit)



Purpose of This Slide: Introduce our primary solutions sets, matched to their **business needs** and **business initiatives** around their mobile workforce. It is essential that you relate the discovery information you learned from the dialog on the preceding slides to these primary solutions sets. If they did not raise any issues/concerns with Picking, skip this slide.

Key Points to Make:

- We have a comprehensive set of products and services for the Picking applications.
- Clarify which elements of the suggested solution set they have interest in, affirm their interest and introduce the target products and services uncovered in the prior dialog.

- Note if asked that we have multiple voice solutions for the picking application. See the Voice/Warehouse/DC application guide on Insider for more information.
- Confirm their interest and suggest you will do a deeper dive on the specific products or services of interest in a few slides.

Outbound Application Solutions (Intermec Portfolio Fit)



Purpose of This Slide: Introduce our primary solutions sets, matched to their **business needs** and **business initiatives** around their mobile workforce. **Note:** It is essential that you relate the discovery information you learned from the dialog on the preceding slides to these primary solutions sets. If they did not have any issues/concerns from the prior discovery regarding outbound applications, skip this slide.

Key Points to Make

- We have a comprehensive set of products and services for the Outbound applications.
- Clarify which elements of the suggested solution set they have interest in, affirm their interest and introduce the target products and services uncovered in the prior dialog.
- Confirm their interest and suggest you will do a deeper dive on the specific products or services of interest in a few slides.
- SmartPrinting and the potential for on-demand distributed printing with portable printers can be an effective way to create preference for Intermec printers and media.

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:

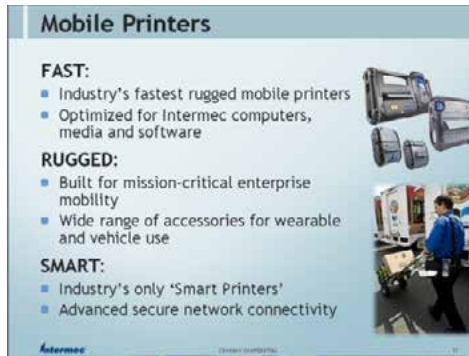
- Designed for forklift vibrations and the fastest responses so your workers are not slowed down.
- Connections and options for keyboards to fit different application profiles
- Tethered and wireless 2D barcode scanners for maximum performance whether you are scanning products up close or location markers 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

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

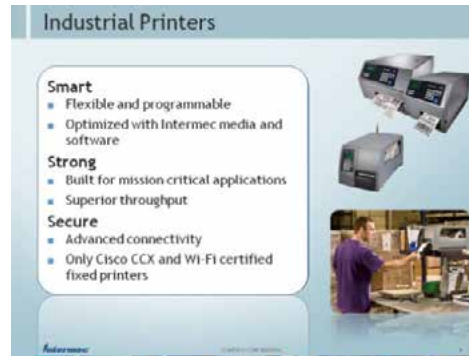
Key Points to Make:

- 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

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.

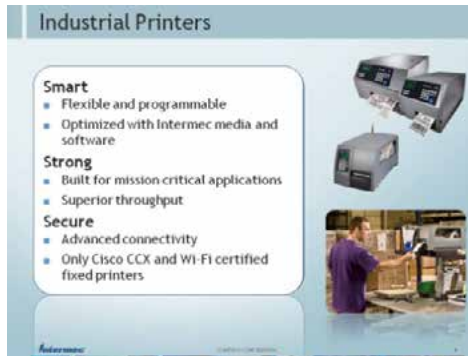
Strong

- 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 three images: a large industrial printer, a smaller desktop printer, and a worker in a purple shirt operating a printer 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 two images: a collection of various media products like rolls of paper and film, and a person's hands 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.

- Class Leading: the only industrial bar code area imager that can read bar codes up close and far away without leaving the forklift seat.
- Ruggedized: designed to maximize up time by withstanding 26 drops to concrete or steel from 2 m (6.5 foot), hot and cold temperature extremes, constant forklift vibration and windblown dust and rain.
- Easy to use: all models feature highly visible easy to use aimers that make spotting the bar code fast and efficient.
- Ergonomic: area imagers feature omni-directional bar code reading to eliminate orientation and improve operator efficiency
- Powerful: 2D imagers feature VGA+ resolution image capture, real time video and 1D & 2D bar code scanning in the single multipurpose device spreading your investment over multiple uses.
- Fast: features USB 2.0 full speed interface to quickly transfer bar code data or images to the host application saving operator time.
- Future proofed: 2D imagers easily reads linear, stacked, composite and matrix barcodes.
- Flexible: Available in both tethered cable and Bluetooth cordless models
- Adaptable: easily connects to vehicle mount mobile computers making forklift data capture fast and efficient.
- Future proofed: easily reads linear, stacked, composite and matrix barcodes.
- 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 titled 'RFID' features a list of offerings and advantages on the left, and images of various RFID hardware on the right. The list includes: Full suite of RFID offerings (Fixed, vehicle, and handheld readers; RFID enabled printers; Durable tags and smart labels; Software and deployment services); Industrial durability; and Easily deployed, scalable, cost-effective. The hardware images show a large fixed reader, a handheld reader, and several RFID tags.

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 titled 'Software and Tools' features a list of offerings on the right, and images of a person using a computer and a person handling a box on the left. The list includes: Developer library tools and utilities; Industry specific solution components; Device management tools; Data management for occasionally connected mobile users; and Terminal emulation and browser applications. The images show a person at a computer workstation and a person scanning a box with a handheld device.

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



The slide titled "Intermec Global Services" features a list of services under the heading "Prepare" and a photograph of two men in a warehouse setting. The list includes:

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

The photograph shows two men, one in a blue shirt and one in a white shirt, standing in a large industrial space with high ceilings and complex machinery, possibly a warehouse or a manufacturing plant.

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



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!