

- Custom Product & Technology Training
- Partner Support Training
- Certification Training

Intermec Global Education Services: Custom Product and Technology Training for Deployment Success





Intermec Global Education Services delivers highly customized and interactive training programs to meet customer and partner needs in Sales, Technical, Service and Support technologies, ensuring smooth product deployments every time. Highly skilled training professionals design and implement custom curriculum, identify and deploy instructors, manage training logistics, create “Go Live” support plans and provide comprehensive project management for all aspects of a technology rollout. Education Services is a critical link to ensuring business continuity and maximizing technology investments.

An Extension of the Team

Intermec Education Services’ professionals understand the importance and financial impact of deploying new technology right the first time. Training programs are designed and implemented working closely with the customer to identify business objectives, user skill set requirements, project scope and budget parameters. Onsite or Web-based curriculum is then created to support those objectives, minimize the learning curve and maximize the benefits of a selected technology solution.

Mobility Expertise to Ensure Deployment Success

Intermec professional trainers understand mobile environments and how mobile users apply technology to their daily jobs. This expertise allows them to effectively approach education and deployment requirements leveraging best practices, proven processes, and the necessary discipline to assist end users in adopting new technology, tools and business practices.



Custom Product & Technology Training

Intermec Education Services offers both customized onsite and online training programs to help customers realize the full potential of technology investments and increase end-user productivity. Our comprehensive pre- and post-deployment capabilities include:

Pre-rollout Promotion

Education Services can create or assist in the development of training promotional materials to communicate and set expectations for frontline mobile users as technology solutions are being implemented. Promotional materials can be delivered in a variety of formats including: DVD, CD, video or paper/poster/letter format and are an effective way to prepare a company's employees on upcoming implementation elements.

Curriculum Development

Highly skilled professional trainers design and develop all technology instructional materials, providing the structure and consistency for the most effective learning experience possible based on the solution elements.

Curriculum materials typically include:

- Classroom Training Presentation
- Trainer's Guide
- Reference Guide
- Job Aides
- Practice Set

Online or Web-based Training

Online instructional content can be developed specifically for an application or user group being trained. The online component can preface a classroom event or provide effective stand-alone instruction with built-in assessments and interactive practice sessions to ensure competency and proficiency. Intermec can host online training events for users or build content to be hosted on local servers.

Sourcing & Training of Instructors

Education Services will identify and source platform/technology instructors,

complementing in-house resources and allowing for a variable number of training personnel based on the demands of the defined implementation schedule.

Onsite Training Delivery

Education Services professionals will deliver onsite training to all end users, ensuring the highest quality of instruction available through classroom events.

Train-the-Trainer Programs

Highly customized and interactive Train-the-Trainer programs enable in-house resources to train end users effectively through Intermec's ongoing knowledge transfer to dedicated training personnel.

Project Management

Intermec Education Services delivers a proven combination of training and project management skills to assist in bringing deployment projects in on schedule, under budget and with successful training results.

"Go Live" Support

Education Services provides the resources to support all identified "Go Live" activities after training has been successfully delivered.

Facility and Logistics Planning

Our team will coordinate all logistics associated with a training program from room or Web services procurement, scheduling, securing necessary equipment and resource tool kits to ensure a smooth and successful training event.

Partner Support Training

Intermec is committed to supporting partners as they train their customers to deploy mobile workforce solutions. Education Services facilitates training events onsite at partner locations for internal staff or at customer locations to provide technical training to field teams, IT teams or help desk support teams.

Comprehensive onsite and online learning solutions are available through Intermec University, (IU) and supplement any

training services provided. Training modules are also posted on the Partner Portal page on IU for all New Product Introductions (NPI). Online product training offers the convenience and flexibility of being procured without ever leaving the office or incurring travel expenses. Our online NPI training minimizes time out of the field, offers on-demand availability, is self pacing and available 24/7. NPI training provides an introductory level of content as well as technical training prior to the product arriving onsite. Visit the University to gain the latest knowledge on Intermec's product and technology solutions.

Certification Training

Comprehensive Certification Training programs provide partners and distributors the opportunity to specialize and demonstrate expertise in a technology or market. Certification Training is also required to be designated a certified Intermec Service provider. Intermec's Partner Certification Programs consist of multi-tracks, allowing participants to experience firsthand the products and services that comprise Intermec customer solution sets.

The online component of this training program provides the fundamentals, while the classroom experience provides interactive, hands-on instruction that allows participants to demonstrate—through a combination of written proficiency and hands-on configuration and troubleshooting exams – their competence with specific Intermec products and technologies. Upon completion, Certification Training participants achieve a thorough understanding of Intermec's solutions and are better able to position, configure, and integrate solutions into customers' environment.

Training Deliverables

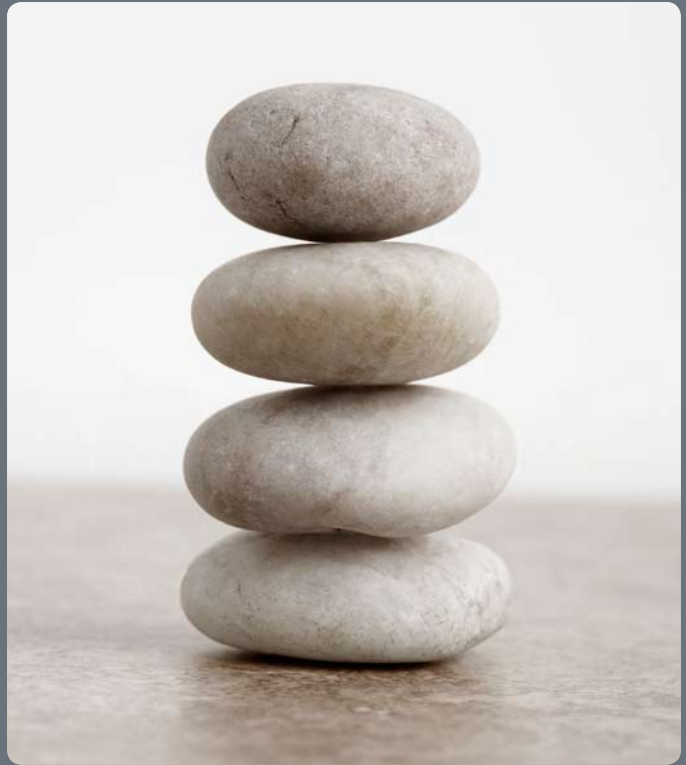
Intermec offers the following certifications:

- Intermec Sales Certification (ISC)
- Intermec Certified Engineer (ICE)
- Intermec Global Service Provider (IGSP)
- Intermec Printer Service Provider (IPSP)

A Global Partner, Delivering Best-in-Class Services & Support

Intermec Global Services (www.intermec.com/services) provides customers and partners a global point of contact for best-in-class repair, support, education, advanced and managed services. We deliver business continuity expertise. From evaluation to integration and implementation, Intermec Global Services helps deliver a total customer solution for managing, controlling, optimizing and securing devices, assets and resources across Automatic Identification and Data Capture (AIDC) technologies.

For more information on Intermec Education Services or the complete Global Services portfolio, visit www.intermec.com/services, or contact your authorized Intermec representative.



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