

### Professional Services

- WLAN**
  - Site Survey** – Evaluate and determine coverage area; recommend number and location of APs
  - Installation** – Mount, configure and test access points and end devices based on survey results
  - Troubleshooting** – Diagnose RF infrastructure problems; recommend solutions
  - Site Certification** – Evaluate WLANs not installed by Intermec for functional stability and integrity
  - Assessment** – RF system Performance and Security Analysis
  
- RFIDeDeploy<sup>SM</sup>**
  - Feasibility Analysis** – Pre-Business Case RFID applicability assessment
  - Examination of the physics of a target RFID concept in the customer's typical target facility.**
  - Process Analysis** – Post-Business Case assessment; recommends scope, definitions, and devices
  - Site Analysis**– Target site evaluation, including spectrum analysis; device piloting
  - Site Installation** –Mounting, tuning and testing
  - 18-month Performance Guarantee** – When Process Analysis, Site Analysis and Site Installation all are employed, the guarantee is automatically applied, and at no extra charge
  
- WWAN**
  - Activation & Provisioning** –Enabling WWAN services for capable devices
  - Coverage Survey** – Signal analysis within perimeters, or at discreet points on defined routes

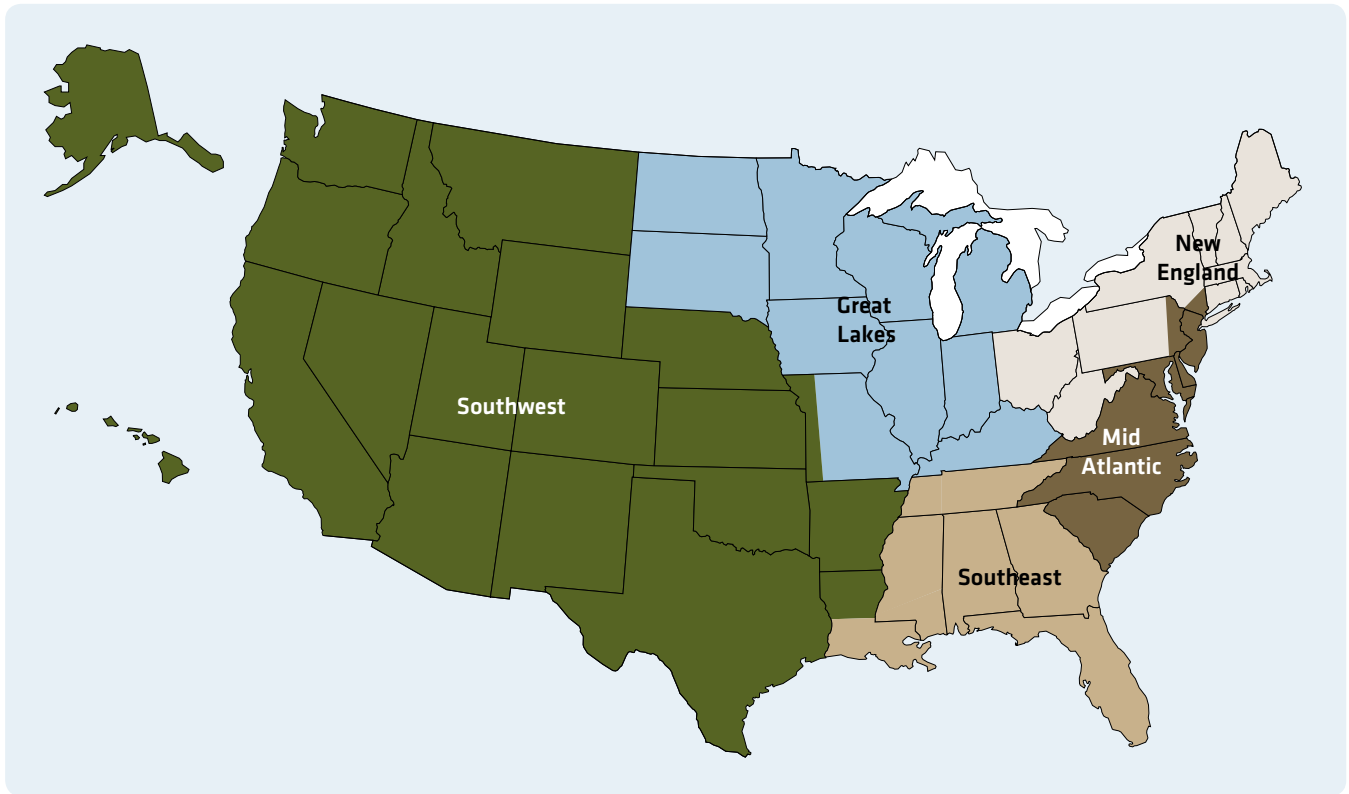
### Technology Rollout

- ReadiCare<sup>SM</sup>** – Device logistics including configuring, tagging, testing, kitting, staging and shipping
- Vehicle Installation** – Mounting and configuration of end devices in trucks and forklifts
- Project Management** – Co-ordination, master scheduling,
- Training** – Operator training for device configuration, menu navigation, scanning techniques, functionality, and for customer software applications; Reseller training on device configuration, functionality, and system integration
- Software** – Consultation, development, implementation and support for RFID, Mobile and custom software applications

### Support Services

- SiteCare<sup>SM</sup>** – Periodic onsite preventive maintenance; options include WLAN Performance and Security Assessments
  
- Medallion® Service Contracts**
  - Platinum\*** – Next business day onsite response;
  - Gold\*** – Second business day response
  - Silver** – Two business day depot turnaround
  - Bronze** – Five business day depot turnaround
  - Silver Replacement** – Overnight replacement of customer-owned spares, sent to site from Intermec depot; minimum 100 total unit ownership of same model; 15% customer inventory recommended for pool
  - Medallion® Complete** – Coverage of wear, failures, defects and workplace damage for most current hardware, when a 3-year depot, or a 3-year Silver Replacement plan is purchased.

\* Not available beyond 150 miles from nearest authorized field service office; Platinum plans subject to approval by local District Service Manager.



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