

Technology Services

Public Sector



- Speed up Return on Investment (ROI) in devices and systems
- Reduce risk of technology rollout overruns and delays
- Reserve critical IT resources for core business activities
- Reduce Total Cost of Ownership (TCO) of equipment
- Rely on a single source for all service and support needs
- Simplify maintenance budgeting

Helping Public Sector Organizations Do More with Less

Declining budgets and increasing demand for services test the efficiency of Public Sector organizations on a daily basis. Demands for greater levels of security and more scrutiny over waste are at an all time high. Unlike the private sector, Governments are held accountable for spending tax dollars wisely. There is a constant search for solutions that not only enable them to do more with less, but also gain greater visibility to their own operations, assets and service delivery.

Intermec Global Services provide systems definition and design, as well as deployment and on-going support for business-critical government and public service data collection systems. Intermec experience and expertise take clients from concept to reality, quickly and efficiently. Intermec stands with the customer long after system installation—helping ensure continuing high levels of performance and satisfaction.

What our Public Sector customers say about Intermec Technology Services

“Intermec got it the first time. They knew how to approach it and understood what was needed. Intermec was the only one to come and say, ‘We can do that.’ And they did.”

– Tom German, financial and logistics specialist with the Joint Manufacturing and Technology Center, United States Army

“We wanted to make sure that we provided easy, hassle-free connectivity with no gaps or dead spots. Intermec’s expertise in wireless network design was one of the keys to making that happen.”

– Bruce Mayes, wireless “HotZone” project manager for the City of Long Beach, California

“Primarily, we used Intermec as a source to help bring cutting-edge technology to the field and streamline our business processes. Intermec’s is a system that’s allowing us to be more efficient doing receipt processing and conducting inventories. Bringing radio-frequency capability allows us to electronically transmit those processes very quickly, saving time and manpower.”

– Garry Duvall, deployment manager, Defense Medical Logistics Standard Support, US Department of Defense

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



Intermec Professional Services (www.intermec.com/professionalservices) take the worry, hassle and added costs out of deploying new data collection technology. ROI goals are reached, and reached sooner. Intermec's unmatched combination of experience, expertise and geographical coverage smoothes over the bumps in the road for technology implementation. Intermec Support Services in the form of Medallion® brand service contracts (www.intermec.com/medallionservices) provide long-term predictability to the TCO equation. Maintenance and service costs can be "locked in" for the effective life of the devices. Intermec services equipment locally, in major markets worldwide. Intermec data collection systems that include Medallion®-covered devices are provided with unrestricted technical support to keep the Public Sector customer up and running.

Professional Services

- Project Management, for complex and multi-location rollouts
- Software Development for customized RFID, voice, barcode and other data collection applications
- Application Documentation for ready reference, training and archiving
- Training in technology, applications and in device operation to optimize staff efficiency
- ReadICareSM device configuration and logistics control for customized, multi-location rollouts
- WWAN activation and Provisioning services
- Truck and Forklift Installation of batch, WLAN, WWAN and RFID systems
- WLAN Site Surveys specializing in complex RF sites
- WLAN Site Installation and configuration
- RFID Feasibility Analysis for low risk implementation
- RFID Process Analysis for determining appropriate-to-client RFID technology and methods
- RFID Site Analysis for verification of technology and site compatibility
- RFID Site Installation for tuning and testing the technology per success criteria
- RFID Troubleshooting
- RFID Analysis and Learning Lab for testing tags and tag technology, and for RFID-related education

Support Services

- Medallion® service contracts
 - Coverage of defects, failures and wear and tear
 - Preventative maintenance on covered devices when they are turned for repair issues
 - Committed depot turnaround, overnight replacement, and on-site response service to meet a wide range of customer needs
 - Depot Plans with 2- and 5-business day committed turnaround
 - Overnight replacement plan provides ready-to-go equipment as needed, greatly reducing the effects of downtime on productivity
 - Both the Depot and Overnight Replacement plans come with full coverage—including damage incurred in the work place—at no extra charge when a 3-year plan is purchased, pre-paid.
 - On Site Plans with Next- and Second-business day committed response
- Lower-cost alternative to flat rate repair pricing
- Unrestricted technical support for your covered systems, software and devices.
- "Go-Live" support for your project's critical "hand-off"
- SiteCare® on-site device and network preventative maintenance and asset control

Intermec understands the service needs of the Public Sector customer.

North America

Corporate Headquarters

6001 36th Avenue West
Everett, Washington 98203
Phone: (425) 348-2600
Fax: (425) 355-9551

South America & Mexico Headquarters Office

Newport Beach, California
Phone: (949) 955-0785
Fax: (949) 756-8782

Europe/Middle East &

Africa Headquarters Office

Reading, United Kingdom
Phone: +44 118 923 0800
Fax: +44 118 923 0801

Asia Pacific Headquarters Office

Singapore
Phone: +65 6303 2100
Fax: +65 6303 2199

Internet

www.intermec.com
Worldwide Locations:
www.intermec.com/locations

Sales

Toll Free NA: (800) 934-3163
Toll in NA: (425) 348-2726
Freephone ROW: 00 800 4488 8844
Toll ROW: +44 134 435 0296

OEM Sales

Phone: (425) 348-2762

Media Sales

Phone: (513) 874-5882

Customer Service and Support

Toll Free NA: (800) 755-5505
Toll in NA: (425) 356-1799

Copyright © 2007 Intermec Technologies Corporation. All rights reserved. Intermec is a registered trademark of Intermec Technologies Corporation. All other trademarks are the property of their respective owners. Printed in the U.S.A. 611689-01B 11/07

In a continuing effort to improve our products, Intermec Technologies Corporation reserves the right to change specifications and features without prior notice.

