



## Wireless Project Management

### The benefits of Project Management:

- Frees up your internal resources
- Ensures the project is on time
- Clearly defines functional requirements
- Provides ongoing communications
- Trouble shoots issues
- Manages project roll-out
- Leverages required resources

At PEAK, our goal is the same as yours – the successful realization of your Wireless solution. Partnering with our Certified Wireless Professional Services team before, during and after the implementation of your wireless, RFID or other data collection systems, virtually guarantees success. For over 20 years, customers have relied on PEAK as their single source for complete wireless integration solutions.

Introducing new information tools can dramatically impact an organization's policies, processes and practices. To ensure a smooth integration of a wireless solution into your company's operations, PEAK Project Managers are actively engaged throughout the implementation cycle, proactively identifying and addressing issues with a potential company-wide impact. The fundamental objectives of PEAK's Wireless RF Project Management processes are to create and build partnerships with our customers, and to maintain and manage the

project goals and responsibilities. To achieve these objectives, PEAK's project management approach includes intensive quality assurances via a standard, time-tested methodology and well-documented change control procedures.

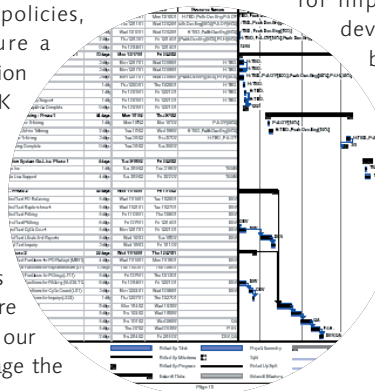
PEAK project managers are experts in the art and science of planning and coordination, which is crucial to reducing risks and securing success.

### Why Use Project Management?

The best technology is of little value if it is poorly planned and ineffectively implemented. Successful implementation of a wireless automation system requires an intimate knowledge of hardware, software and information technology systems, and how they interrelate. All sizes of wireless project roll-outs will require a portion of your company's internal resources. However, leveraging an outside professional wireless project manager allows internal staff to focus on their primary responsibilities, while gaining a wide range of expertise.

A certified project manager is experienced in the design, implementation and management of system solutions and roll-outs. To optimize the benefits from wireless technologies, a project manager defines the functional requirements for implementing wireless

devices. As a key member of your company's project team, the project manager provides a central communications link between your team and PEAK.



## PEAK's Approach

Based on thousands of wireless projects and multi-site rollouts, PEAK has developed a proven project methodology that supports and takes into account the PMI (Project Management Institute) "theory of constraints" (Schedule, budget and quality).

While every project goes through a consistent and logical process, some solutions have very specific components that require a special knowledge base. PEAK has developed project management teams specifically assigned to key expertise areas to meet the specialized needs of our customers. This set up enables customers to benefit from both the professional and real world experience of PEAK Project Managers.

PEAK strives to implement all systems on time/on budget and to meet or exceed customer's expectations. We bring expertise and experience to each project, assigning a certified project manager ideally suited to manage your specific project needs. The PEAK Project Manager works with your project leader and team in implementing the proposed solution in accordance to the Scope of Work.

The PEAK Project Manager will:

- Provide a single point of contact for all project communications
- Coordinate all project tasks and resources
- Manage communications
- Coordinate a project kickoff meeting
- Manage the project within scope
- Track the project according to the project schedule
- Report progress against the project schedule
- Record variances/deviations from the project schedule
- Record and resolve problems, issues, and open items
- Acquire customer approval for changes
- Monitor actual vs. budget (estimates) as it applies to timing and costs
- Oversight and management of the overall installation process
- Tracking equipment
- Acquire sign-off on deliverables
- Document and report project status (customer and PEAK)
- Facilitate project acceptance testing and overall project acceptance
- Transition to support
- Manage project completion

## PEAK's Project Methodology

PEAK believes that two objectives of project management are to create and build partnerships with the customer, and to maintain and manage agreements on project goals and each team member's responsibilities.

### Quality Assurance and Quality Control

Quality assurance and quality control are critical to the success of any project. The primary focus is understanding and achieving the customer's objectives, operating within the project budget, and delivering on schedule. Incorporated are processes, which make use of appropriate methodologies, tools and techniques.

### Reporting

It is vital to develop and maintain clear, mutually agreed-upon goals, roles and responsibilities. This includes project reviews (both internal and external), status reporting, scope changes, open items, incident logs, escalation procedures and acceptance/sign-off.

### Scope Change and Project Change Control

Perhaps the most important part of project management is the control of Scope Changes, which define work that you would like modified in the current project or changes to assumptions that impact the current plan. Because the requested work or assumed change is not included in the project plan, it may increase or decrease the cost of the project and potentially alter the implementation schedule.

PEAK project managers will identify, manage, and report on project changes to minimize risk.



## Project Closure Process

When the project is completed, the PEAK Project Manager is responsible for a formal project closure process to ensure that all terms and conditions have been met. This process includes:

- Report on the overall project (actual vs. plan regarding project schedule and costs, approved scope changes and enhancements, etc.).
- Review of the Open Items and Incident Logs to assure that all have been closed to the satisfaction of the Project Team and the customer.
- Review of the milestones and deliverables documented in the Scope of Work, SRD, Task Order, and Scope Changes (if any) to assure that all required items have been completed and formally accepted to the customer's satisfaction.

Any concerns or additional items that result from the session will be documented and follow-up action taken to assure that project closure will be on schedule.

## PEAK's Proven Capabilities

PEAK's 20 years of wireless experience and resources combined with our long-standing relationships with wireless hardware vendors provide our customers with seamless, sophisticated and reliable wireless integration. In fact, PEAK was the first organization to be certified in both Symbol Spectrum24<sup>®</sup> and Wireless Switch Implementation Services.

Our customers include Fortune 1000 companies with large warehouse and distribution centers to retailers looking to wirelessly enable the entire store. Our depth of experience and expertise, focus on best practices enables us to minimize our customer's risk on delivery and deployment of their wireless system.



PEAK ensures that your wireless system is the most efficient and cost-effective solution for your organization's unique wireless networking and data collection requirements. PEAK's expertise in systems integration, software design, wireless networking and host interfacing enables us to anticipate and analyze your needs, and to develop and deploy tailored solutions to uniquely fulfill your objectives.

## PEAK's Consultants Certifications

- Project Managers are PMP certified
- System Engineers are Network (CCNA, CCDA, CCNP, CCDP) certified, Software (ODBA) certified and systems (MCSE) certified.
- Our consultants have experience in the following SAP Modules: SD, MM, WM, IM, PP, PM, FI, and Oracle MSC and WMS

## PEAK's Technical Certifications

- Symbol Certified Professional Services Provider, Wireless Switch & Spectrum 24<sup>®</sup>, MSP
- Intermec Certified Professional Services Provider
- LXE Certified Professional Services Provider
- Cisco Wireless LAN Specialization Certification
- Zebra Authorized RFID Specialist
- Printronix Certified RFID Integrator
- Intermec RFID Authorized Partner
- Certified mySAP.com Software Partner



## Other Wireless Services Offered By PEAK

### WLAN Site Surveys

A PEAK wireless engineer conducts an On-site Survey to determine the type, number and precise location of radio transceivers needed for your application. To ensure adequate RF propagation in the required RF coverage area, the transceivers optimal positioning is documented in a site survey report. This comprehensive report also provides detailed information including site survey results, existing and suggested system equipment, and cabling information.

### Infrastructure Service

PEAK offers a comprehensive network cabling service to our customers to provide a turn-key low risk implementation. Utilizing a PEAK generated site survey or other professionally provided site survey, PEAK will determine what network cable services are required and assemble a tailored quotation for each site.

### Pilot

PEAK will coordinate a pilot prior to installing the RF hardware at the customer's site. The pilot involves testing and integration of customers purchased hardware in a conference room environment. PEAK will verify the RF connection between Hand Held Terminals (HHT) and Access Point (AP), validate security functionality and proper wireless roaming.



# Wireless Project Management

## WLAN System Installation

PEAK provides complete system installation services. From our thorough pre-installation checklist to our comprehensive implementation planning processes, PEAK ensures that the installation goes smoothly long before the physical installation begins.

## Integration and Test

PEAK's Integration and Testing Services are part of our stringent quality assurance and control methodology. Each procedure is specifically designed to ensure the performance of the hardware and the completeness of the solution. Often called staging, this process involves product configuration, firmware level verification, burn-in and hardware testing at PEAK's I&T Lab.

## Go-Live Support

To ensure that your system and staff are online and up-to-speed quickly, a PEAK engineer provides on-site Go-live support during your critical system start up. Any issue which may have eluded earlier controls are quickly identified and resolved. The PEAK engineer also provides additional training and familiarization in the real-world environment.

## Training

PEAK provides end-user, system administrator, and maintenance and support training customized to your environment. We offer a variety of customized courses, based on your specific needs, including one-on one, on-the-job, classroom, and train-the trainer courses.

## Security Audit and Performance Management

A PEAK Engineer will evaluate your current or planned wireless architecture for optimum performance, shape signals to cover only the areas intended, flush out unauthorized users or Rogue Access Points. A comprehensive deliverable is then created to provide the customer with a complete plan of action to address the found concerns.

## PEAK Service and Support

PEAK support doesn't end when your operation goes live, our established, mission critical support and onsite service are there when you need them, providing training, system on-site troubleshooting, RF telephone support and depot repair and printer onsite service contracts to address individual customer requirements.

## PEAK Your Trusted Advisor

With guaranteed workmanship, ISO 9001 certification and wireless certified resources, PEAK wireless integration capabilities are unparalleled in the industry. From project management to site surveys, security to integration, installation to training, PEAK is your single-source for wireless implementation.



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