



PROFESSIONAL SERVICES

LIFE CYCLE SUPPORT



REAL-TIME INFORMATION INTEGRATION SOLUTIONS  
FOR SUPPLY CHAIN AND MOBILITY APPLICATIONS

PRINTING/MEDIA SOLUTIONS



WIRELESS SOLUTIONS

# Supply Chain & Mobility Solutions



RTi<sup>2</sup> is PEAK Technologies'  
unique process and approach  
to Real-time Information  
Integration for automating  
Supply Chain & Mobility Operations

## Real-Time Information

When data is processed quickly and accurately, the true power of your ERP or WMS business process platform is realized. And while many businesses have automated key areas of their supply chain, challenges in managing inventory and goods movement with cumbersome manual data entry and product identification still exist. These time-consuming processes delay the critical information needed for efficient warehouse, distribution, storeroom or manufacturing operations. Small gaps in timing or data entry errors can exacerbate the already difficult task of ensuring the right product, at the right time, in the right place.

A real-time information system makes unique product identification possible, ensuring information from raw materials to finished goods to multiple packages (cartons, pallets) is incorporated in real-time into supply chain management systems. This automated approach to real-time information integration is the evolution of pen and paper and drives business process change to new levels of productivity, efficiency and accuracy.

### Maximize Your ROI



collection) and output (enterprise-printing).

PEAK Technologies, a systems integrator of real-time information integration solutions, helps customers get the most out of their supply chain system investment by ensuring they get the best combination of real-time data input (automated data

### Real-Time Information Integration (RTI<sup>2</sup>)

PEAK RTI<sup>2</sup> offers a single-source solution for all aspects of real-time supply chain automation, including:

#### SAP Integration

With over twenty years of supply chain automation expertise, PEAK Technologies has an insider's perspective of the market; its origins, participants, and dynamic forces of change. With our extensive WMS and SAP application and product experience, PEAK is able to provide objective consultancy on business processes, software and hardware, as well as turn-key solutions for your data capture, printing, RFID and service solutions.



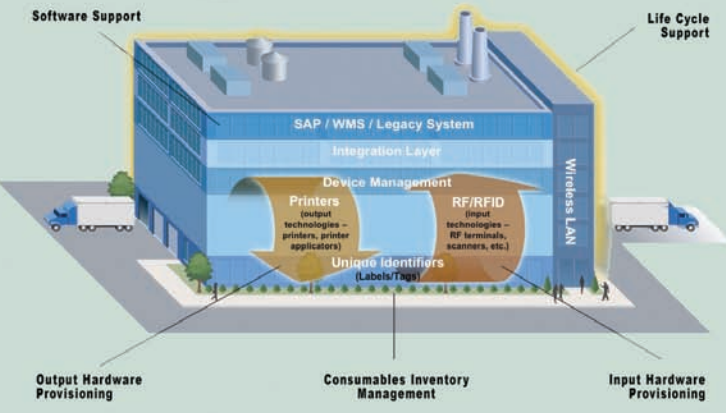
#### WMS/Legacy System Integration

Armed with extensive experience working within some of the world's busiest manufacturing, warehousing, and distribution operations, PEAK's specialists are uniquely qualified to integrate the latest RF data, printing, voice recognition and RFID technologies with your organization's WMS or legacy system. Our factory-trained technicians develop custom-tailored WMS/Legacy system integration solutions that get the most out of your existing systems, while providing a built-in migration path to tomorrow's technologies.



# Integration

## The RT<sup>2</sup> Methodology



Real-Time Information Integration is the key to achieving rapid efficiency gains across the supply chain. PEAK RTI<sup>2</sup> empowers organizations to make fewer mistakes, faster adjustments and better decisions. The goal is simple: to place timely, integrated and accurate information securely in the hands of the right people so they can take action. PEAK RTI<sup>2</sup> holds the promise to make customers more satisfied, employees more efficient, information more secure, and business operations more profitable.



## Wireless Solutions

Accessing and managing information at the point of activity provides a distinct competitive advantage. Whether your environment is indoors or out, harsh or temperate, there is an ideal mobile computer for collecting, processing, and communicating the information you need. PEAK offers the widest selection of wireless mobile computers and data collection solutions with different form factors, features and operating systems for real-time or batch communications. In addition, PEAK's team of solutions consultants offer unmatched experience and knowledge through a suite of professional service offerings that will ensure your company leverages the full potential of your wireless solution.



## Wireless RF, RFID and Voice Services

As one of the nation's leading integrators of wireless, RFID and voice-recognition solutions, PEAK brings you unparalleled systems integration, software design, networking and host interfacing expertise. From site surveys to installation, training and ongoing support, PEAK delivers worry-free wireless RF, RFID and voice-recognition solutions for any application and every environment.



## Enterprise Printing Solutions

The failure of a mission-critical printing system can shut down an operation and paralyze your business. From thermal and line matrix to the most complex wireless printing application, PEAK Printer Integration Solutions include barcode (thermal/thermal transfer), RFID, impact, laser, printer applicators, and barcode labeling software. With a team of highly skilled and knowledgeable solutions consultants, PEAK is simply the industry's most experienced printing solutions provider.



- Bar Code Labeling Software Integration
- Thermal, Line, Laser, Impact, Mobile and RFID Printing Solutions
- Legacy, WMS, and SAP printing systems integration

## Printing Supplies

PEAK is a world leader in providing printing supplies and media for commercial and industrial printing applications. PEAK offers internal expertise in media and supplies selection, plus OEM products from partnerships with the industry's top manufacturers in on-demand printing. PEAK offers labels, tags, toner and ribbons, spare parts and printheads. A dedicated group of nationwide media specialists focus their efforts on providing the ideal consumables for your application requirements.





## Life-cycle Solutions

PEAK Life-cycle Support services ensure that mission-critical applications stay up and running when you need them most. PEAK Life-cycle Support lowers overall cost of ownership, keeps mission-critical equipment operating at peak levels and provides a reliable basis for budgeting and planning.



One of North America's largest service organizations, PEAK provides service to over 25,000 customers. Our 250+ factory-trained and certified Customer Engineers average 15 years of industry experience. PEAK offers a variety of maintenance options to support your objectives, including:

- **Onsite Service**  
PEAK's legendary onsite service offers expert and responsive field service throughout the US and Canada.
  - Nationwide onsite service for printers, applicators, forms handling equipment, and RF systems
  - Certified to repair over 50 different manufacturers' products
  - Flexible response-time options (7x24 coverage, next business day, etc.)
- **Depot Service**  
Cost-effective and timely depot repair services, including manufacturer-authorized warranty and contract-based repairs.

## Customer-centric Services

At PEAK, we pride ourselves on a 100% focus on customer service, satisfaction and retention. For more than 20 years we've been continually improving the PEAK customer experience, and we've developed an industry-leading set of tools to make doing business with PEAK easier and more efficient than ever. For example:

- The PEAK eCommerce site offers convenient online ordering.
- PEAK Direct Online provides customer-specific order pads and shopping carts for your most frequently placed orders.
- Customer-PEAK EDI links make issuing purchase orders and doing business fast and efficient, and Electronic Billing saves time (and trees).
- PEAK Service TRAC provides online service requests and work order tracking.
- Our Enterprise Help Desk provides 7/24 access to PEAK support experts.
- Customer Satisfaction Surveys help ensure we are constantly improving the PEAK customer experience.

From systems integration to ongoing maintenance, PEAK RTI<sup>2</sup> offers a single-source for all aspects and every stage of your organization's real-time supply chain automation requirements, backed by the best customer service in the industry. For more on PEAK RTI<sup>2</sup> and our complete line of services, visit [www.peaktech.com](http://www.peaktech.com) today.



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