

PEAK Mobility Solutions Support Center

- **Device Staging**
- **Software Loading**
- **Wireless Provisioning**
- **Asset and Spares Management**
- **Mobile & Wireless Installation Services**
- **Project Management**
- **Solution Service & Support**



Rolling out a successful mobility solution set goes beyond picking the right hardware and software. The ability to integrate various components with

each other, and into their operating environment is critical to the project's long-term success. That's why PEAK complements its traditional offerings with a suite of services that reduces the risk of overall implementation.

Our Mobility Solutions Support Center combines the capabilities of a 200-person field and depot service organization with our comprehensive mobility support offerings to provide full lifecycle solutions that enable you to leverage the efficiencies of your mobility application while focusing on your core business.

The PEAK Mobility Solutions Support Center can stage mobile hardware, load and test your software, provision your hardware on a wide area wireless carrier, install hardware and associated accessories into your vehicles, as well as ship pre-loaded, deployment-ready handheld devices to your individual sites. With PEAK's highly qualified Mobility Team managing the entire process, customers are assured their application will be deployed with the highest level of quality and the lowest amount of risk.

PEAK's Mobility Solution Support Center Goes Beyond Software- PEAK Minimizes Risk by Providing:

- An experienced and extremely qualified Project Manager to interface between your project team and installation logistics
- Pre-installation configuration, asset tagging and testing
- Staging and shipping of your equipment
- Specialized on-site mobile and wireless installation services
- Equipment delivered fully operational and ready for deployment with software loaded, configured and tested
- Provisioning Services for WWAN-capable devices
- Comprehensive hardware service packages including a PEAK-managed spares inventory program



Device Staging

PEAK's Staging services ensure a smooth, out-of-the-box implementation, reducing concerns related to split shipments and misplaced boxes, minimizing disruption to your ongoing business operations. Staging confirms receipt of all required hardware and peripherals from the manufacturer and verifies the correct configuration of all received equipment. PEAK also ensures that all equipment destined for the same site location is packaged together in a single shipment with all accessories. At the end of the staging process, the equipment is ready to be delivered to the customer's locations.



PEAK Mobility Solutions Support Center

Software Staging, Loading, Provisioning and Test

Prior to a mobility solution roll out, PEAK performs the initial equipment staging, application loading, as well as configuration and testing of the units. This process involves product configuration, firmware level verification and hardware testing. All system components are received at the PEAK Mobility Solutions Support Center where they are tested and integrated. The complete system is then documented and shipped, ready for installation. PEAK can also provision new devices with the wireless carrier to ensure maximum usability once the new units are deployed. The PEAK Mobility Solutions team loads all required software onto the handheld device. Depending on the customer application and configuration, operating software may include device drivers, mobile applications, personal firewall, mobile database, synchronization software, or VPN client.

Wireless Provisioning

PEAK can provide a wide range of services to help a customer navigate the maze of wireless carriers. These services include everything from helping to choose the right wireless network, data and voice plans to activating the devices on the network of choice. Our provisioning service includes assigning carrier network addresses to wireless devices and registering them on the wireless network. These services can be offered remotely or completed in our Mobility Solution Support Center to allow the most thorough testing process. PEAK provides provisioning services for all major data/voice network providers including AT&T, Sprint, and Verizon.

Asset Management

Each mobile computing device with all its requisite peripherals is assigned an asset tag, and entered into an asset tracking application to identify and track the end user and location of equipment. This system also identifies each end-user's current hardware and software versions, and supports remote software updates to help avoid costly recalls of mobile devices. Asset management software may also include security measures that destroy sensitive customer data residing on the mobile device.

Mobile & Wireless Installation Services

PEAK provides a wide range of expert mobile and wireless installation services. Through our own service group and via our partner network, PEAK can provide everything from the installation of local area wireless networks in remote depot locations, to the integration of vehicle cradles, GPS systems and tethered modems into delivery or service vehicles. Multiple installation options, site surveys, and end-to-end testing assures you that our installations are delivered fully functional and ready for use.

Hardware Service and Support

PEAK offers a variety of flexible, responsive, and customer-focused, post implementation fixed-cost service agreements to ensure the highest equipment availability possible and satisfy your organization's specific business needs. If equipment uptime and output is crucial, a fixed-cost maintenance agreement is an excellent investment.

The PEAK National Depot Repair Center in Dover, NH, possesses unparalleled expertise for delivering quality, cost-effective and timely services for a comprehensive variety of products through a team of factory trained, fully authorized technicians. PEAK's National Depot Repair Center offers Mail-in, Standard and Premium Repair Service in 3- or 5-day turnaround options.

In addition, PEAK's Advanced Exchange/ Hot Spares Management Program offers maximum protection from downtime. The PEAK Depot Center manages your company's equipment base using a customer-owned spares pool, maintained at the Depot facility. When needed, pre-configured replacement units are shipped overnight to your facility. PEAK's Depot Center can also reload and configure your device with the latest version of your application.

What's more, PEAK's Mobility Solutions Support Center offers access via telephone to PEAK's Help Desk, a service available for technical questions and support up to 24 hours-a-day, seven days a week.



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