



PEAK Integration and Test Center

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

Rolling out a successful wireless or 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.

The PEAK Integration and Test Center can stage mobile hardware, load and test your software, provision your hardware on a wide area wireless carrier, as well as ship pre-loaded, deployment-ready handheld devices to your individual sites. With PEAK's highly qualified 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 Integration and Test Center Goes Beyond Software - PEAK Minimizes Risk by Providing:

- 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.





Software Loading

The PEAK team loads all required software onto the handheld device. Depending on the customer application and configuration, operating software may include device drivers, terminal emulation, encryption, security certificate, mobile applications, personal firewall, mobile database, synchronization software, or VPN client. The complete system is then documented and shipped, ready for installation.

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 Integration and Test Center to allow the most thorough testing process. PEAK provides provisioning services for all major data/voice network providers including Cingular, Sprint, and Verizon.

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.

Life-Cycle 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 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.



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