



We bring customers the very best wireless solutions, products, professional services, maintenance, and technical support... all from a single, trusted services provider.

### Go Wireless, with a Safety Net

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.

Our customers rely on PEAK as a trusted advisor to solve their wireless networking and data collection problems. Whether it's helping clients integrate a wide array of brands or providing wireless communication solutions on a turnkey basis, PEAK provides full-service solutions throughout the product or system life-cycle. From pre-sales consultation and needs analysis through post-sale service and support, PEAK Technologies provides cost-effective wireless networking solutions and complete customer peace-of-mind.



### Manufacturer Certified

PEAK's experience and resources combined with our long-standing relationships with the industry's top manufacturers provide customers with seamless, sophisticated and reliable wireless integration. PEAK's service and applications expertise help ensure that each RF manufacturer's product performs in the real-world. Year after year, PEAK continues to be recognized by industry leaders for its ability to implement successful business solutions that maximize the customers return on investment.

## PEAK Wireless Professional Services

- **Wireless Consulting Services**
- **Site Surveys**
- **Project Management**
- **Pilot and Testing**
- **RF System Installation**
- **Infrastructure Services**
- **Integration and Test**
- **Go-Live Support**
- **Training**
- **Nationwide Service & Support**

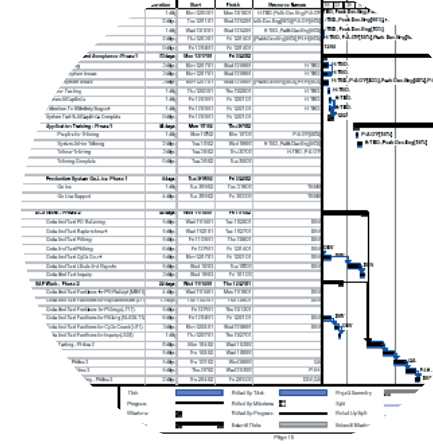
PEAK Technologies is your single source for complete wireless integration solutions. PEAK is one of the nation's leading integrators of wireless solutions, with nearly two decades experience in RF technology.

With guaranteed workmanship and factory-certified engineers, PEAK's 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.

### The Resources You Need

PEAK has offices located throughout the US, Canada and Europe and operates one of the industry's largest service organization, so help is always close at hand.





## Wireless Consulting Services

PEAK provides expert wireless solutions and technology related consulting services. From backbone and infrastructure evaluation to network management and security, PEAK Wireless Technology Consulting services provide comprehensive integration and technology migration planning.

PEAK Solution Consulting services include everything your organization needs for smooth implementation of your wireless system including:

- Systems Requirements Definition
- System Design and Deployment
- Wireless Network Assessment
- Wireless Security
- Technology Migration
- Documentation and Training
- Support and Maintenance

Your PEAK Consulting report provides detailed findings and recommendations complete with a list of required components and services.

### Site Surveys

A PEAK engineer conducts an On-site Survey to determine the precise number 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, cabling information and a pre-installation check list.

In addition, the document includes a series of CAD drawings showing a system overview and the coverage pattern for each radio transceiver on the day of the survey.

### Express Site Survey

If an on-site visit is not feasible, PEAK can provide an Express Site Survey. The Express Site Survey uses a series of telephone-based consultations and customer-supplied site drawings, to determine and document radio transceiver recommendations and the transceivers' optimal positioning for adequate RF propagation for small facilities less than 25K sq. ft..

## Pilot

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

## Project Management

The fundamental objectives of PEAK's Project Management processes are to create and build partnerships with the customer, and to maintain and manage 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. To ensure your complete peace-of-mind, your PEAK Project Manager:

- Coordinates all project tasks and resources
- Tracks the project according to the project plan
- Reports progress against the project plan
- Records variances/deviations from the project plan
- Resolves problems, issues, and open items
- Acquires customer approval for changes
- Monitors actual vs. budgeted schedules and costs
- Documents and reports project status (customer and PEAK)
- Facilitates project acceptance testing



## Infrastructure Service

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

## RF 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.

PEAK unpacks, powers-up, configures and installs all wireless system components. Once the installation is complete, we validate host connectivity and RF propagation, per the site survey. PEAK then documents the installation in an "As-Built" document which is provided to our telephone support group.

## 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 Integration and Test lab.

We document the system and load the information into PEAK's support and maintenance database. Once the work is completed, the entire system is packaged and shipped to your site, ready for installation.

## 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 problems which may have eluded earlier controls are identified and resolved. In addition, the PEAK engineer 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 courses based on your specific needs, including one-on-one, on-the-job, classroom, and train-the-trainer courses. Typical training instruction includes:

- System Overview
- Device Overview
- Radio-base Overview
- Detailed Device Training
- Problem Isolation
- Application Training

## 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

PEAK Technologies is the nation's largest systems integrator of automatic data collection and wireless solutions. We offer a variety of support services, including:

- Mail-in Depot Repair/Service Contracts
- RF Telephone Support Agreements
- Both On-site and telephone-based "Time and Material" support

What's more, PEAK's password-protected, web-based service call program, PEAK Service-TRAC, now empowers customers to manage many service functions online.

The website allows service customers to:

- Monitor Call Status
- View Service Call History
- Escalate Service Calls to PEAK Management
- Centrally Manage Multiple Sites
- Manage Multiple User Accounts

PEAK's nationwide service organization provides unsurpassed reach and responsiveness. With PEAK, help is always at your fingertips.

## 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

## PEAK's Staff Certifications

- 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 , Oracle MSC and WMS
- Project Managers are all PMP certified

## PEAK, RF and You... A Powerful Combination

Trust, innovation and reliability are the hallmarks of PEAK's long-standing relationships with customers and suppliers alike. PEAK's wireless services and applications expertise combined with the industry's finest wireless manufacturers provide you with a partnership for achieving new levels of productivity. When it comes to RF, count on PEAK to deliver stress-free wireless solutions.



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