



## PEAK Service & Support

- **Fixed Cost Maintenance Agreements**
- **Time & Material Repair**
- **National Depot Repair Center**
- **Telephone Support**
- **Printers, RF and Barcode/Auto ID Systems**
- **Forms Handling Equipment**
- **Complete Installation and Support**

PEAK Technologies is one of North America's largest independent maintenance organizations with an expertise in Auto ID technologies including printers, barcode and radio frequency (RF) equipment, roll feed and forms handling equipment.

That's why more than 20,000 customers trust PEAK for their mission-critical service requirements. PEAK supports customers in the US, and Canada. PEAK's 300 factory trained and certified customer engineers average 15 years experience each. What's more, our fully staffed Technical Assistance Center offers expert assistance 24 hours a day and 7 days a week. PEAK services are also available in Europe.

### Service Delivery Options

PEAK offers a variety of customer-focused fixed-cost maintenance offerings. With several response options and on-site or depot choices, our customers select the maintenance plan that supports their business objectives by ensuring the highest equipment availability possible.



### Service Options

- Fixed Cost Maintenance Agreements
- Time & Material Repair
- Customer Specific Solutions
- Corral Service Program
- RF Telephone Support
- Warranty Upgrades
- 24 X 7

### On-Site Response Time Options

- 4 Hour
- Next Business Day

### Depot Options

- 3 & 5 Day Turnaround
- Spares Management

### National Depot Repair Center

The PEAK National Depot Repair Center possesses unparalleled expertise for delivering quality repairs that meet a company's business requirements. Our highly trained staff provides quality, cost-effective and timely services for a comprehensive variety of products including hand held scanners, barcode terminals, POS printers and mobile printers.

### Printers

PEAK provides unsurpassed service and support on a wide range of impact and non-impact printers. Experience, factory support, locally stocked spares inventory, Priority Gold Printhead replacement program, and a commitment to quality make PEAK an excellent choice for providing printer service and support. PEAK is an Authorized Service Provider for all leading manufacturers.

Manufacturers supported include:

- |                |                      |
|----------------|----------------------|
| • AMTDataSouth | • Hewlett Packard    |
| • Printek      | • Datamax            |
| • IBM          | • Printronix         |
| • Epson        | • CTM Integration    |
| • Eltron       | • Intermec           |
| • Xerox        | • Sato               |
| • Kyocera Mita | • Tally Genicom      |
| • Lexmark      | • Zebra Technologies |

Printer Applicators include:

- CMT Integration





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**PRINTRONIX**

**PRINTEK**

**KYOCERA**  
*mita*

**Zebra**

**DATAMAX**

**Intermec**  
HONOURS PARTNER  
Premier Accredited

**symbol**

**MOORE WALLACE**  
AN RR DONNELLEY COMPANY

**hunkeler**  
nlp

**CISCO SYSTEMS**

**Duplo**

**kern**

**CTM** INTEGRATION INC.

**LXE**

## Forms Handling Equipment

As the exclusive service provider for Moore Wallace, PEAK sells services and supports the Moore Wallace forms handling equipment as well as other vendors. PEAK's solutions include:

- Shredders
- Cutters
- Imprinters
- Decollators
- Transfer Carts
- Inserters
- Bursters
- Roll-Feed Systems
- Pressure Seal Systems
- Docking Stations

Vendors supported include:

- Moore Wallace
- Hunkeler
- Carter Control Systems
- Duplo
- Kern International

## RF and Barcode/Auto ID Systems

PEAK Technologies is one of the largest independent systems integrators of value added automatic data collection solutions. PEAK is certified to maintain all major RF manufacturers and our systems engineers are manufacturer certified. PEAK's RF and Auto ID Service Solutions include:

- RF Software & Hardware Installation
- RF Site Surveys
- Implementation Project Management
- RF Product and System Training
- On-Site Support/Service Contracts
- RF Telephone Support Agreements
- Both On-Site and Telephone-Based "Time and Material" Support

Products supported include:

- Norand
- PSC
- LXE
- HHP/Welch Allyn
- Intermec
- Symbol Technologies
- Connect
- Xplore Technologies

## PEAK ServiceTRAC Web-based Service Call Management

PEAK's password-protected web-based service call program now empowers customers to manage many service functions online, including:

- Placing Service Orders
- Monitoring Call Status
- Viewing Service Call History
- Escalating a Service Call
- Updating Account Information
- Centrally Managing Multiple Sites

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## 800-PEAK-FIX

PEAK's Customer Care Center (CCC) offers telephone troubleshooting of equipment and systems problems. Our expert technicians work directly with customers to diagnose symptoms, identify problems and find solutions. If a resolution cannot be promptly reached over the phone, our technician is dispatched with replacement parts in-hand, to resolve the situation on-site.

## Annual Customer Survey

To ensure that we continue to provide our customers with the best service in the industry, PEAK conducts an annual Customer Satisfaction Survey. This valuable information helps us identify what we're doing right, and areas for improvement. The latest results indicate that 94% of our customers feel PEAK service meets or exceeds expectations with the highest score for "Consistent Quality of Care" at 96.9%. Of course, we won't be satisfied until we achieve 100% customer satisfaction!



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