



PEAK Service & Support Capabilities

"With all the hassles that come with daily IS operations, it's comforting to know I can rely on competent and responsive personnel to service my printing equipment, you're a very valuable commodity"

MAYO KNITTING MILL, INC.

About PEAK

PEAK Technologies is one of North America's largest independent maintenance organizations specializing in Auto ID technologies and Forms Handling Equipment. PEAK is also one of the largest independent service organizations in North America providing field service repair on most major brands of laser, matrix and thermal printers, plus depot repair of barcode and Auto ID products.

Experience Counts

No other service company has the industry and technology know-how that we have developed based on over 25 years of experience. Our 300 factory trained and certified Customer Engineers average 15 years of industry experience. With a fully staffed Technical Assistance Center available 24 hours a day and 7 days a week, PEAK's highly trained and experienced support personnel are available to meet all your support needs.

To provide superior service, PEAK has designed a service model with processes that ensure a focused, professional delivery of service, including:

- Highly-efficient logistics support chain
- Automated dispatch and communications system
- Tightly integrated system that allows incident management, trouble ticketing and reporting to be provided to customers seamlessly, regardless of location

Certified

PEAK is certified to service most major brands of printers, barcode/Auto ID products, Radio Frequency (RF) products, forms handling equipment and POS printers. PEAK is the only authorized service provider to service and support all of Moore Wallace's forms handling products including Roll-Feed Systems, Pressure Seal Systems, Bursters, Decollators, Cutters, Imprinters and Shredders.

National Services Available

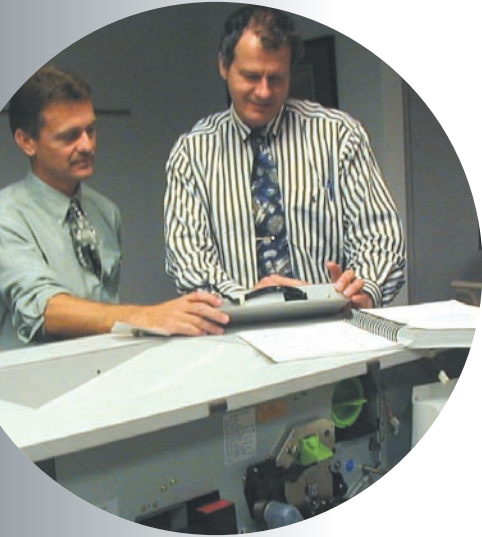
- On-site Service
- Depot Service
- Maintenance Agreements
- Time and Material Service
- Radio Frequency Telephone Support
- 7 day, 24 hour coverage
- Response Time Options
- Preventative Maintenance
- Installation
- Training
- Technical Support Services
- Billing Options
- Custom Programs



Scope and Coverage

PEAK offers coverage in the US and Canada.

- 300 factory trained and certified Service Engineers and Technical Support Personnel
- 10 US Regional Field Service Offices
- Centralized Contracts Administration
- Technical Assistance Center handling over 1400 calls daily
- National Mail-In Depot Repair Center



"PEAK has been an asset to our company by keeping our printers in top working order – our business relies on printers to keep our operations running – a special thanks to our CE for being a great guy to work with."

ATLANTA
BONDED WAREHOUSE

Service Delivery Options

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

Service Contract Options

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

On-Site Response Time Options

- 4 hour
- 8 hour
- Next Business Day

Depot Options

- 3 Day Turnaround
- 5 Day Turnaround
- Spares Management

National Depot Repair Center

The PEAK National Depot Repair Center possesses unparalleled expertise for delivering quality testing, troubleshooting and repair. Our highly trained staff provides quality, cost-effective and timely services for a comprehensive variety of products. With a focus on desktop printers, Radio Frequency and Auto Identification systems, the Depot provides an excellent addition to our on-site support capacity.

- PEAK offers Mail-in Standard and Premium Repair Services
- Staffed with Factory Trained and Authorized Technicians
- State of the Art Test Equipment & Troubleshooting Procedures
- Warranty and contract based repairs are manufacturer authorized

Time and Materials Offerings

For those customers whose applications are critical but still desiring the excellent service and support capabilities of PEAK, we also provide repair services on a per-incident basis. Service delivered to companies outside the coverage of a maintenance agreement is delivered and billed as incurred. Customers are invoiced for labor Time and Materials used (T&M).

PEAK also performs Installations, De-Installations, Moves, Upgrades, Refurbishment, and other Special Services.



Technical Assistance Center (TAC)

800-PEAK-FIX

PEAK's Technical Assistance Center (TAC) offers telephone troubleshooting of equipment and systems problems. 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. PEAK's technical support staff have direct access to the equipment manufacturers technical and engineering support to resolve any complex technical issues quickly.

- 1400 Calls Handled Daily
- 24 X 7 Coverage
- Customer Satisfaction Surveys Conducted
- Expert printer and wireless specialists on staff

PEAK ServiceTRAC

PEAK's password-protected, web-based service call program 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

Large Parts Inventory



PEAK's "Spare-in-the-Air" repair strategy provides overnight-or-sooner replacement of parts. With a single phone call, PEAK works to identify the problem equipment and facilitate its timely repair or part replacement. Our comprehensive spares inventory and partnerships with industry-leading manufacturers ensure the quickest possible turnaround.

The PEAK Logistics Support Team verifies availability, inventory, shipping and delivery from start to finish.

Annual Service Customer Satisfaction Survey

Since 1997, the PEAK service organization has conducted annual customer surveys to ensure that we continue to provide and improve upon the best service in the industry. By comparing current performance to that of the past, PEAK is provided with an important measure of success to evaluate the effectiveness of improvement initiatives.

Printers

PEAK specializes in providing the finest quality service and support on a wide range of impact and non-impact printers. Unmatched experience, factory support, locally stocked spares inventories, and a genuine commitment to quality make PEAK an excellent choice for printer service and support.

Manufacturers supported include:

- AMT/Datasouth
- Epson
- Fargo/Datamax
- Genicom
- Hewlett Packard
- IBM
- Intermec
- Xerox
- Kyocera Mita
- Lexmark
- Printek
- Printronix
- Sato
- Tally
- Zebra Technologies

Printer Applicators include:

- CTM Integration

Forms Handling Equipment

As the exclusive service provider for Moore Wallace, PEAK sells, services and supports Moore Wallace roll feed, pressure seal and forms handling equipment, as well as forms handling equipment from other manufacturers.

PEAK offers a full range of warranty service upgrade and post-warranty maintenance services for Moore Wallace pressure seal, roll feed and forms handling hardware, providing customers a trusted single source for their hardware supply and support needs.

PEAK provides service and support for all of Moore Wallace's forms handling products, including:

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

PEAK also provides service and support for:

- Duplo Forms Handling Systems
- Hunkeler Roll Feed Products
- Kern
- Carter Control System



RF and Auto ID Systems

PEAK Technologies is one of the nation's largest independent systems integrator of value added automatic data collection solutions. PEAK is certified to maintain all major RF manufacturers and our systems engineers are factory-trained and certified. We offer a variety of Auto ID and RF services, including:

- RF System, Software and Hardware Installation
- RF Site Surveys
- Implementation Project Management
- Backbone Installation
- Wireless Security Audits
- RF Product and System Training for User & Administrator
- On-Site Support/Service Contracts
- RF Telephone Support Agreements
- Both On-site and telephone-based "Time and Material" support

Products supported include:

- Norand
- Photographic Sciences Corp. (PSC)
- LXE
- Symbol Technologies
- Intermec
- HHP/ Welch Allyn
- Connect
- Xplore Technologies



PRINTRONIX



DATAMAX®



symbol
The Enterprise Mobility Company™

hunkeler
HIP



MOORE WALLACE
AN RR DONNELLEY COMPANY



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