



PEAK ServiceTRAC Web-based Service Call Management System

PEAK ServiceTRAC is a Web-based tool that puts PEAK's support capabilities at your fingertips. The information you previously tracked down using the phone is now available 24 hours a day, 7 days a week, at the click of a mouse. PEAK ServiceTRAC's easy access to actionable information enables users to track open service calls, manage service performance, and access service call histories in near real time, via the Internet, and from any location.

www.peakdirect.com

Any PEAK customer with an onsite service contract or depot contract can use PEAK ServiceTRAC. The system allows customers to submit equipment repair work orders online and view their work order history. This program is ideal for IT or Operations Managers with multiple sites and equipment to oversee, and customers with large amounts of equipment under contract that they need to manage. Of course even customers with small amounts of equipment benefit from this program.

PEAK ServiceTRAC allows you to easily manage multiple service requests and monitor status as work progresses. PEAK ServiceTRAC provides details on the time the service call was dispatched and when the call was completed as well as any comments about the call from the technician, such as parts ordered, issues with the equipment and tasks the technician completed to fix the problem.

You can manage all your service calls on every location. With PEAK ServiceTRAC you can:

- Place Service Orders
- Monitor Call Status
- View Service Call History
- Escalate Service Calls to PEAK Service Management
- View Information Specific to Your Account
- Centrally Manage Multiple Locations
- Manage Securely with Password Protection
- Establish Multiple User Accounts

PEAK ServiceTRAC provides a secure, easy to use method of accessing real-time service information such as technical support calls, repair history and maintenance.

PEAK ServiceTRAC® Web-based Service Call Management

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

Experience Counts

When it comes to service, experience counts. We have developed industry and technology know-how based on our years of experience. Our 300 Customer Service Engineers (CSE) average 15 years of industry experience and are factory trained and certified. With a fully staffed Customer Care Center available 24 hours a day and 7 days a week, PEAK's highly trained and experienced support personnel are available to meet your support needs.

Whether Field Service, Depot Service, Telephone Support, Thermal Print Head Coverage, Installation, Preventative Maintenance, Hot Spares, or Custom Support Plans, PEAK Technologies can provide the right solution for any organization's support needs.





PEAK ServiceTRAC

Web-based Service Call Management

Save Time with Online Incident Management

PEAK ServiceTRAC saves time by allowing you to submit and manage requests for onsite and depot support electronically. If a service situation changes you can easily update the service request with new or more detailed information online.

All service requests placed through PEAK ServiceTRAC online are sent directly into the PEAK Call Dispatch system. The service request is processed and a Customer Service Engineer (CSE) in your area is notified and dispatched. Next, a request-confirmation is sent to you via email and the CSE calls to discuss the service problem and to provide an estimated onsite arrival time. The CSE's are dispatched during standard onsite coverage hours 8am to 5pm Monday to Friday. All requests submitted after-hours and on weekends are dispatched the next business day. (For emergency or weekend service call 800-PEAK-FIX directly to ensure prompt response. 800-PEAK-FIX is manned 24 hours a day, 7 days a week.)

Should you need to make a change to a contract, PEAK ServiceTRAC's Change Request feature allows you to request changes to your existing service contracts - whether it is to move, add or remove a piece of equipment from a contract. The form requires detailed information, which is sent to our contract administration team who will follow up to confirm that the changes have been made to your contract.

With PEAK ServiceTRAC, you can review and monitor the status of open incidents at anytime. You can view detailed data about the service call when it is convenient for you.

National Depot Repair Center RMA's available online

You can use PEAK ServiceTRAC to place your service requests for PEAK's National Depot Repair Center. In order to repair your equipment in the National Depot Center, an RMA (Return Materials Authorization) number is required for tracking purposes. You may request this RMA via PEAK ServiceTRAC. The RMA Request Form requires information such as the equipment part and serial number, contact name and phone number, the customer's purchase order number and a description of the problem. After your RMA is issued, you can also track progress on your work order via PEAK ServiceTRAC.

Features

- Enter a service request online
- Searchable database
- View equipment by work order, purchase order, serial number, model number or location
- View all work orders for each contract
- Customer profile includes office locations
- View last 6 months work order history
- Check status of a repair or technical support ticket
- Available twenty-four hours a day, seven days a week
- Customer Ticket Number field available
- View customer service engineers work order comments
- Multiple users allowed
- Request changes to service contract
- Ability to add equipment to contract
- Near real time updates - data uploaded every 30 minutes
- Secure, password protected
- Escalate to PEAK Service Management

Find how PEAK ServiceTRAC and the PEAK Service Organization can help your business operate at peak efficiency, visit www.peaktech.com or call 1-888-275-7325.

Service Work Order For:
PEAK TECHNOLOGIES
(10337850)

Complete the form to submit a standard next-business-day response request for on site service or to request technical Telephone support Monday through Friday (8AM to 5 PM Local Time) excluding Peak holidays. All other times, utilize 1-800-PEAK-FIX.

* Upon submitting this order you have indicated your acceptance of PEAK Technologies Terms & Conditions *

* Fields are Required

Input Fields	Customer Information
* Company or Site:	PEAK TECHNOLOGIES
* Street Address:	9200 BERGER RD
Street Address-2:	
* City:	COLUMBIA
* State/Province:	MD
* Zip Code:	21046
* Action Required:	<input checked="" type="radio"/> Open New Onsite Service Call <input type="radio"/> Open New Phone Support Call <input type="radio"/> Open New Depot Repair Order - 3 Day/Silver <input type="radio"/> Open New Depot Repair Order - 5 Day/Bronze
Your Contract Number:	
Customer Ticket Number:	

PeakDirectDemo - Microsoft Internet Explorer

PEAK Direct - Home Ordering Service Shipping Cart Values Admin Help Contacts

Service Work Orders:

In Process Service Work Orders For DEMO CUSTOMER (12345600)

Work Order No.	Submit Date	Model	Serial Number	Type	Contact	Phone
1	11/07/01 12:04:58 PM	TEST	TEST	GP	DEMO	9999999999

Open Service Work Orders For DEMO CUSTOMER (12345600)

Work Order No.	Entry Date	Entry Time	Serial No.	Type	Contact
1	11/07/01	12:50:00 PM	8074300824	EMCH	JOHN LOVE
2	11/07/01	1:46:00 PM	00056868	EMCH	JOHN LOVE

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Closed Service Work Orders For DEMO CUSTOMER (12345600)

Work Order No.	Entry Date	Entry Time	Serial No.	Type	Contact
1	11/07/01	1:45:00 PM	8074300824	EMCH	JOHN LOVE
2	11/07/01	1:29:00 PM	724637	EMCH	JOHN LOVE
3	11/07/01	12:35:00 PM	744003338	EMCH	DEBBE BOURGHESE
4	11/07/01	11:56:00 AM	00056868	EMCH	HEMT SMITHMANATE
5	11/07/01	4:46:00 PM	7400404338	EMCH	JOHN LOVE
6	11/07/01	3:18:00 PM	123124	EMCH	CE LAE
7	11/07/01	12:30:00 PM	123125	EMCH	CE LAE
8	11/07/01	11:08:00 AM	8074300824	EMCH	JOE PARR
9	11/07/01	11:09:00 AM	00056868	EMCH	JOE PARR
10	11/07/01	10:36:00 AM	00056868	EMCH	JOHN WASHINGTON
11	11/07/01	9:18:00 PM	8074300824	EMCH	JOE PARR
12	11/07/01	8:18:00 PM	00056868	EMCH	JOE PARR
13	11/07/01	2:51:00 PM	00056868	EMCH	JOE PARR

Microsoft Internet Explorer - PEAK Technologies, Inc.

Service Work Orders:

Work Order No.	Model No.	Serial No.	Status	WFO Type	C-104 No.	Customer Status
10337850	9200 BERGER RD		EMCH	GP		Customer Status

Customer Address: 9200 BERGER ROAD
Customer City: COLUMBIA
Customer State: MD
Customer Zip: 21046
Contact Name: JOHN LOVE
Contact Phone: 970711021
Site Location: 10337850
Address: 9200 RD
Enter Time: 11:00:00 AM

Request Date: 11/07/01
Request Time: 11:00:00 AM
Project Arrival Date: 11/07/01
Project Arrival Time: 11:00:00 AM
Complete Date: 11/07/01
Complete Time: 11:00:00 AM



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1 800 PEAK FIX (800-732-5349)
or service@peaktech.com