

Remote Solutions Enablement

& Support Services

To keep your business digitally-connected and running smoothly

Remote Solutions & Support Services

During this difficult time, companies have been partnering with Peak Technologies to overcome their current business challenges and maintain business continuity while still engaging our experts remotely. We have decades of experience helping some of the world's largest organizations leverage remotely delivered services and we're ready to help you do the same in this time of need.

We deliver this technology expertise through a full lifecycle model of professional, managed and support services including strategy, consulting, implementation and design. We have a team of experts with real-world experience that work with customers to help them harness technology advances and optimize their business environments.

Our team works collaboratively with your business and technical teams to understand your organization's needs and develop a detailed roadmap for implementing, integrating, launching and maintaining your solution.

WLAN Networking

A suite of remote offerings that provide an in-depth review of all facets of wireless data collection systems including wireless coverage, wireless access point placement, mobile device performance, and wireless security protocols.

Wireless Express Site Survey

Onsite visits aren't possible? Peak's Express Site Survey uses a series of telephone-based consultations and customer-supplied site drawings to make recommendations for the optimal positioning of the access points for adequate RF propagation.

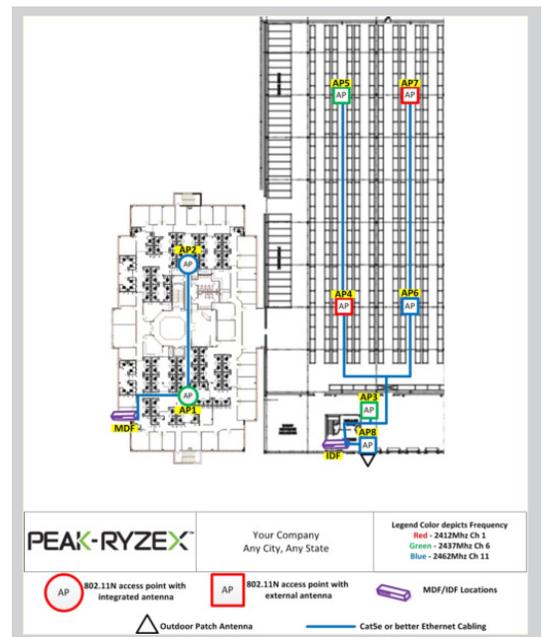
Wireless Assessment / Troubleshooting

A Wireless Assessment is a remote-based, evaluation of your current wireless infrastructure and mobile device landscape. Peak system engineers conduct a remote assessment to identify potential wireless issues, a configuration review, and assessment of access point placement by evaluating customer supplied pictures of the facility infrastructure.

Benefits

Proactive solutions and support services to keep your business running smoothly, so that you can focus on what you do best.

- **WLAN Networking** increases efficiency and worker productivity
- **Application Development** improves traceability of inventory & asset functions
- **Custom Label Design & Management** integrates seamlessly with existing production systems
- **Mobile Workforce Management & Optimization** to support, track, and monitor devices
- **24/7 North American-Based Helpdesk**



Remote Express Site Survey - Access Point Map

Application Development

Software development and remote deployment services focused on delivering point solutions for inventory and asset management applications in warehouse, supply chain and field mobility settings.

- **Application Consulting & Development**
- **Application Services**
- **Remote Integration & Implementation**

Label Design & Management



A suite of offerings providing label printer solutions that

require custom integration into existing production and automated environments. Integration solutions that can encompass enterprise wide or stand along printing.

- **Enterprise Label Software & Printing**
 - Specializing in complex barcode printing from SAP, Oracle, and Proprietary Applications
- **Consulting & Label Design**
- **Development of Custom Front-End Barcode Applications**
- **Go-Live & Troubleshooting**

Mobile Workforce Management & Optimization

Managing mobile devices across multiple locations and end users requires careful attention. With an effective mobile device management (MDM) solution, your mobile devices work seamlessly together.

Peak System Engineers remotely manage, support, track, monitor and secure your mobile devices, and are standing by to assist your business with all of your remote device management needs:

- **Provision, Configure & Control Mobile Devices Remotely**
- **Device Management Consulting & Design**
- **Establish Proactive Alerts & Audit Reports on Device Status**

- **Secure Mobile Devices via Restriction Features & Device Lock Down**
- **Mobile Device Staging Services**
- **Windows to Android Migrations**
- **Best-in-Class Partnerships:**

SOTI®

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Formerly Wavelink

mobileiron

Help Desk

Peak offers a full range of Help Desk services to support your mobile deployments within the digital supply chain and mobile workforce. Peak's Help Desk team has the industry knowledge and technical know-how to deliver support solutions that provide companies the edge they need in today's competitive and dynamic marketplace.

The Help Desk provides centralized, consistent support service for your mobile users, giving you the freedom to focus on your core competencies. The main goal is to increase the first call resolution rate, thus increasing customer satisfaction.

- **24/7, North America-Based Personnel**
- **Remote Mobile Device Troubleshooting**
- **Hardware, Application Software, Wireless Carrier and OS expertise**
- **Flexible Response Time Service Level Agreements**

Contact Us

Contact us today!

☎ 1-888-275-7325

✉ info@peaktech.com