PEAK
TECHNOLOGIES

Managed Services
from
Peak Technologies

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The ongoing and increasing technology demands of the "need it now" supply chain can be time-consuming and challenging for businesses of all sizes. A mobile workforce without secure, high-performing devices can lose valuable productivity, while overburdened IT departments often lack staff or resources to properly maintain, manage, troubleshoot and update their equipment—not to mention consider scalability and future needs.

Peak Technologies is an experienced Managed Services provider, offering a multitude of cost-effective, customized mobility services for today's high-tech enterprise. From provisioning, deploying and managing mobile devices, to providing analytics, device optimization, mobile insights, help desk, support and on-site services, Peak fully understands the complexities of today's mobile infrastructure and offers comprehensive Managed Services to improve processes, increase productivity and reduce downtime.

Table of Contents:

Managed Services
from
Peak Technologies

Managed Service Bundles

Per Device Per Month	Standard	Premium	Enterprise
Lifecycle Management	RMA Support Service Warranty Repair Coordination	RMA Support Service Warranty Repair Coordination	RMA Support Service Warranty Repair Coordination
Help Desk	Tier 1 Ticket Log, PW Reset, Account Info	Tier 2 T1 + Dedicated number + Basic MDM Support	Live 24 x 7 x 365 T2 + Live MDM Triage + Multi-lingual
Mobile Device Management	None	Included MDM Env. Config, Policy Set, 1x/Mo. Deploy	Included MDM Env. Config, Policy Set, 2x/Mo. Deploy
Peak Mobile Insights	Not Included	Not Included	Included Licenses + Proactive Monitoring
Client Management	None Self Serve Portal	None Self Serve Portal	Included Routine Reporting + QBR

One Time	Standard	Premium	Enterprise
Project Management	40 Hours	80 Hours	100 Hours
Solution Design	40 Hours	80 Hours	100 Hours

Available Add-Ons

Staging & Kitting (One Time)	15 Minute Internals Depending on Scope
Spare Pool (Per Device Per Month)	Advanced Exchange, Notify & Exchange, Exchange on Receipt
MDM Licenses (Per Device Per Month)	SOTI MobiControl, 42 Gears Sure MDM, Ivanti Neurons
Warranty (Per Device Per Month)	Peak Technologies, Zebra, Honeywell, ELO, AppleCare, etc.
Cell Service (Per Device Per Month)	Data and/or Voice Plans with AT&T, Verizon, Vodafone, Advantix (Multicarrier)

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Lifecycle Management

| RMA Submitted to OEM | OEM Completes Repair | Device Returned in Working Order | **Business Benefits** |

- **EASY TO SUBMIT ISSUES VIA PHONE, WEB, EMAIL**
  Regardless of the customer's preferred communication method, Peak is ready to help

- **ENTITLEMENT VERIFICATION & RMA GENERATION**
  A team of dedicated RMA specialists verifies device entitlement and opens RMA requests on the customer's behalf

- **ACTIVE MONITORING OF REPAIR**
  Device are business critical. Peak actively tracks the status of each ticket and proactively provides notification of issues

- **NEED REAL TIME UPDATES?**
  Peak's robust self-service portal provides live, up-to-date information

Cost Savings:
Don't pay out of pocket for repairs – maximize the OEM warranty value.

Convenience:
Don't spend valuable time entering and tracking RMAs.

Scale:
Peak has a dedicated team entering and tracking thousands of repairs annually.

Included in Bundles:	Standard	Premium	Enterprise
Lifecycle Management	RMA Support Service Warranty Repair Coordination	RMA Support Service Warranty Repair Coordination	RMA Support Service Warranty Repair Coordination

Support For:

Honeywell   ZEBRA   **DATALOGIC** THE VISION IS YOURS   Apple   **Panasonic**

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Help Desk

Peak's Help Desk helps users troubleshoot and solve problems related to technology products or services. The team is comprised of support professionals fully-trained with a deep understanding of supply chain hardware and software.

Tier 1 Help Desk Includes:

- Shared toll-free telephone number and self-service portal
- Ticket logging & relaying, password reset
- Local business hours only

Tier 2 Help Desk Includes:

- All Tier 1 Services + dedicated toll-free telephone number
- Technical support, basic MDM-enabled device support (location, status, reboot)
- Local business hours only

Live 24 x 7 x 365 Help Desk Includes:

- All Tier 2 services + multi-lingual support
- Advanced MDM device triage including live device triage, settings modification, advanced profile management or application (re)loading

Business Benefits

Cost Savings:

Why build your own team when Peak's dedicated experts can be leveraged when needed?

Drive Up-Time:

Live, trained agents can quickly have users back up and running.

Expertise & Best Practices:

Peak agents take thousands of calls annually and are highly trained with the full support of escalation teams.

Included in Bundles:	Standard	Premium	Enterprise
Help Desk	Tier 1 Ticket Log, PW Reset, Account Info	Tier 2 T1 + Dedicated Number + Basic MDM Support	Live 24 x 7 x 365 T2 + Live MDM Triage + Multi-lingual

Support For:

SOTI   SAMSUNG Knox   Microsoft Intune   airwatch by vmware   ivanti Neurons   42GEARS

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Mobile Device Management

Mobile Device Management, or MDM, enables the ability to remotely configure, monitor, and enforce policies on mobile devices. MDM solutions are particularly important in organizations with a large number of mobile devices, as they can help to ensure that devices are used in a secure and compliant manner.

Mobile Device Management, or MDM, Includes:

• MDM server setup & configuration

• MDM dashboard, reporting, and alert management Configuration

• Device enrollment using OEM tools including Google Zero Touch, Samsung Knox, Zebra StageNow, Apple Business Manager (ABM), & Panasonic Parc

• Security policy recommendations including lost/stolen lockdown or wipe, encryption key rotation, and role-based access rights management

• Device firmware management

• Software updates for OEM, operating system, customer, and/or mobile carrier

Business Benefits

Enhanced Security:

Tools such as policy enforcement, app controls, remote log in, and remote wipe, lock down keep devices and data secure.

Improved Productivity:

Keeping devices up and running with the right applications for the right team members is business critical.

Cost Savings:

Managed MDM solutions scale deployments and security patches to maximize productivity while mitigating risk.

Included in Bundles:	Standard	Premium	Enterprise
Mobile Device Management	None	Included MDM Env. Config, Policy Set, 1x/Mo Deploy	Included MDM Env. Config, Policy Set, 2x/Mo Deploy
		Includes 1x *(One) Managed Monthly Deployment*	Includes 2x *(Two) Managed Monthly Deployments*

Support For:

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Peak Mobile Insights (PMI)

Get real-time, actionable insight on the health and usage of enrolled mobile devices

Peak Mobile Insights (PMI) is a cloud-based software tool that optimizes mobile device reliability with 24/7 access to real-time device data. With instant business intelligence for planning, proactive decision-making and swift problem resolution, PMI helps improve mobile worker devices visibility and control. PMI provides a single portal view of multiple data points from mobile device including applications, batteries, cellular, Wi-Fi disruptions, reboots, operating systems, patches, hotfixes and much more.

PEAK MOBILE INSIGHTS

Real-time metrics at your fingertips
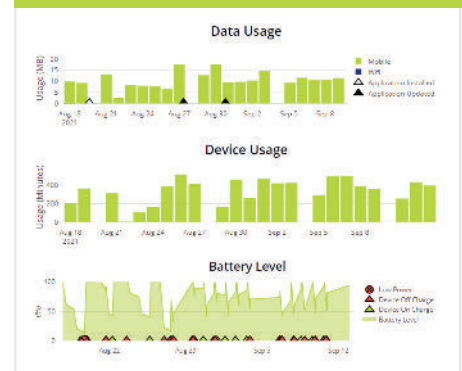
Mobile Device Asset Listing
- View all enrolled mobile devices
- Manufacturer, model location status

Scanner Locator
- See the physical location of scanner
- Display "Last Updated" time and date stamp

Battery Health
- Scanner battery status (good, warning, replace)
- Average hourly discharge

Scanner Performance
- Data usage
- Device charge level
- Event list including event type, event time, and event information

Device Application Usage
- Application version, last updated date
- Application data usage
- Number of applications
- Size of applications, last used date

Device Drop Detection
- Detect device droppage and exposure to forceful impacts or rough handling
- Analyze drop detection by user, location and RMA analysis

Included in Bundles:	Standard	Premium	Enterprise
Mobile Insights	Not Included	Not Included	License + Proactive Monitoring

Support For:

Windows Mobile   SOTI   Panasonic   Honeywell   airwatch by vmware   ivanti Neurons   42GEARS   ZEBRA

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Client Management

Mobile Device Management (MDM) Client Managers support ongoing relationships with customers, helping to ensure that Peak-deployed products and services exceed expectations.

Client Managers:

- Act as post-deployment, ongoing liaisons and customer advocates within Peak. They build knowledge of the customer's business and how Peak adds value through partnership

- Conduct scheduled service reviews on performance, records, track action items, and monitor account status

- Drive cross-functional tasks to deliver on Peak promises and act as key escalation contact point for customers

- Own account-related operational outcomes

- Identify opportunities to continuously improve the customer experience and work with applicable teams to implement them

- Drive consistent delivery of SLAs throughout the life of the customer relationship
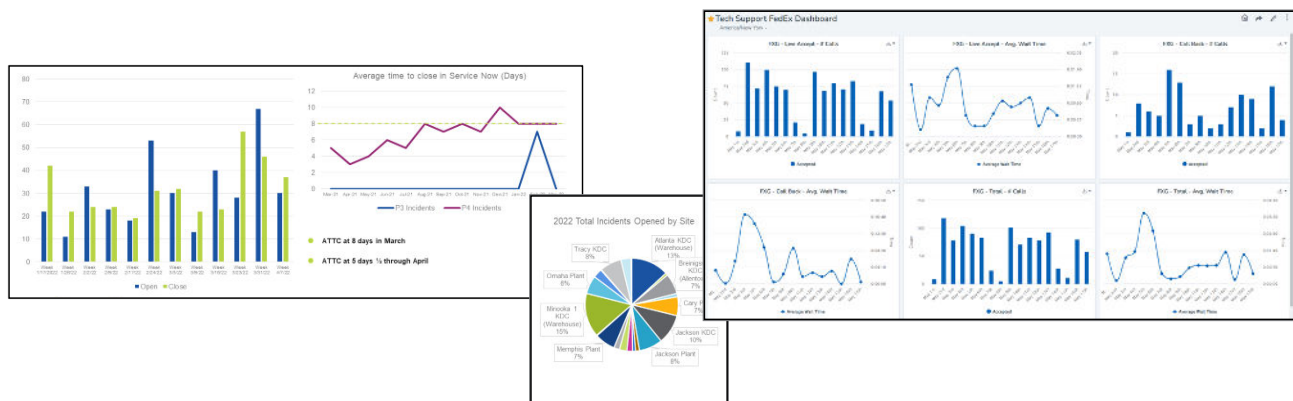
Business Benefits

Cost Savings:

Build a better understanding of device and service performance.

Convenience:

Single point of contact for all escalations, queries and change requests.

Connection:

Client Managers serve as an extension of the Customer team.

Included in Bundles:	Standard	Premium	Enterprise
Client Management	None Self Serve Portal	None Self Serve Portal	Included Routine Reporting + QBR

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Project Management

Project Managers, or PMs, are responsible for leading teams to plan, execute, and close projects. Having strong organizational and communications skills, PMs oversee all aspects of a project.

PMs work closely with stakeholders, including customers, team members and other personnel, to understand project requirements and manage expectations throughout the project lifecycle.

Management Responsibilities:

- **Project Plan:** Define project scope objectives, and requirements, develop a detailed project plan and identify and allocate resources

- **Project Execute:** Lead the project team to execute the project plan, managing risks and issues to ensure project tasks are completed on time and within budget

- **Project Monitor:** Monitor project progress, measure performance, identify and address issues, and ensure that project scope, timeline, and budget are on track

- **vProject Close:** Conduct project reviews, document lessons learned, and close out the project

Business Benefits

From Kickoff to Touchdown:

PMs "quarterback" the projects, connecting strategy with the right players to achieve success.

Communication:

PMs proactively communicate with internal and customer stakeholders throughout the onboarding process.

Change Management:

Even best laid plans change. PMs work with the entire team to account for scope and requirements changes.

Included in Bundles:	Standard	Premium	Enterprise
Project Management	40 Hours Included	80 Hours Included	100 Hours Included

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Solution Engineers

Solutions Engineers, or SEs, are technical professionals who work with customers to design and implement complex technology solutions. They have a deep understanding of Peak products and services and are responsible for translating client requirements into technical solutions that meet their needs.

- **Develop Technical Requirements:** SEs partner with customer team members to align the correct technology with desired operational outcomes. This process involves identifying and documenting the hardware and software specifications, features, functionality and integration requirements.

- **Create Technical Design Documentation:** Develop technical design documentation for the solution with ongoing Peak Managed Services, which typically includes architectural diagrams, workflows and deployment instructions

- **Create the Proof of Concept (POC) & Golden Image:** SEs develop working prototypes of the deployable devices as well as final staging & kitting instructions to hand off to the deployment teams

- **Support Technical Presentations & Demos:** Create and deliver technical presentations, demos and interactive sessions to showcase the solution's capabilities and highlight key features and benefits

Business Benefits

Deep Experience

SEs have many years of extensive experience connecting hardware and software to solve customer problems.

Prototype Prior to Scaling:

SEs work hand-in-hand with customers to develop working solutions before broadly deploying.

Included in Bundles:	Standard	Premium	Enterprise
Solution Design	40 Hours Included	80 Hours Included	100 Hours Included

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Staging & Kitting

From orders of 5 to 50,000+ devices, Peak provides staging and kitting services to ensure customers' devices are are fully-loaded with proper apps and settings

Staging & Kitting Capabilities Include:

- Asset tagging

- Battery charging to approved shipping levels

- Accessory assembly

- OS upgrades/downgrades

- MDM enrollment

- Customer or partner application load

- Customer-specific settings and parameters

- Configuration for voice, camera, internet, barcode reader

- Customized inserts & information

- Carrier SIM activations, phone number transfers, or device swaps

Business Benefits

Open the Box, Get to Work

Whether deploying to a single site or hundreds of locations, devices arrive ready to go to work.

Simple. Easy. Scalable:

Peak has multiple facilities with fully-trained personnel across the US, Canada, and Europe to deploy at scale.

Specific Staging & Kitting requirements vary by project, device, and requirements.

Peak's Solutions Engineers partner with customer technical teams to finalize scope, establish a "Golden Image," and confirm the Staging & Kitting time required per device in 15-minute increments.

Included in Bundles:	Standard	Premium	Enterprise
Staging & Kitting	Not Included In Bundles, Easy Add On	Not Included In Bundles, Easy Add On	Not Included In Bundles, Easy Add On

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Spare Pool

Business Doesn't Stop...Even if Devices Do! Peak has three spare pool options to help rapidly recover and keep the business up and running.

Advanced Exchange

- "Spare in the Air" service
- Customer notifies Peak of a pending return
- Peak overnights a replacement before defective device is shipped

Notify & Exchange

- Nearly "Spare in the Air" service
- Customer notifies Peak of a pending return, ships defective device
- Peak overnights a replacement once defective device is shipped

Exchange on Receipt

- Customer notifies Peak of a pending return, ships defective device
- Peak overnights a replacement once defective device is received

Business Benefits

Cost Savings:

Managed spare pools eliminate the need to over-order for every location.

Convenience:

A fully-configured and ready-to-use device is delivered where and when it is needed most.

Speed:

Devices typically are picked, confirmed, and shipped same day.

Once defective devices are received, Peak works within purchase warranty terms to coordinate any required repairs on the customer's behalf.

Devices are fully reconfigured to customer specifications before being returned to the spare pool so that they are ready when needed.

Included in Bundles:	Standard	Premium	Enterprise
Spare Pool Service	Not Included In Bundles, Easy Add On	Not Included In Bundles, Easy Add On	Not Included In Bundles, Easy Add On

Extended Warranties, MDM & Cellular Service

Extended Warranty Contracts

- Adding extended warranty coverage for devices is a necessity. Coverage allows devices to be quickly repaired with high quality parts, updated with critical software patches and firmware updates, and provides extended OEM product support.

- Extended warranty coverage is typically offered for 3- or 5-year terms for new devices

MDM Licenses

- Peak offers and supports all major MDM products in the supply chain technology market.

- MDM licensing is typically offered for 3- or 5-year terms matching the purchased warranty program

Cell Service

- With many devices having options to connect anywhere with a cellular SIM card, customers need the right partner to manage their cellular needs without overpaying

- Peak offers IoT, data-only and voice plans from AT&T, Vodafone, Verizon and T-Mobile, as well as a mutli-carrier programs with Advantix, which enables devices to always find the strongest signal, regardless of carrier

Included in Bundles:	Standard	Premium	Enterprise
Warranty Contract MDM Licenses Cell Service	Not Included In Bundles, Easy Add On	Not Included In Bundles, Easy Add On	Not Included In Bundles, Easy Add On

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