

## About DeltaOne Software

DeltaOne Software is a supply chain solutions company that specializes in barcode, RFID, voice, and mobile technologies. We help companies become more efficient by integrating these technologies with their ERP, WMS, or accounting system. We partner with all the leading manufacturers, including Intermecc, Honeywell, Motorola, Zebra, and Datamax-O'Neil.

DeltaOne is a value-add integrator, and we work with our end users to create solutions that streamline operations and enhance the bottom line. We craft solutions tailored to your specific environment to improve accuracy and increase productivity within the supply chain.

While many companies sell data collection hardware, DeltaOne Software sells solutions that match your specific need. We know that one size does not fit all, so we work with you to understand your business environment and address your specific needs. We are experts in both data-collection hardware and software integration; we can take your data full circle from the warehouse floor to the front office.

DeltaOne has 30 years of experience in the warehouse and manufacturing environments. We are located in Brea, CA, so we are local to your offices and can offer both onsite and remote service.

DeltaOne is committed to helping you improve your bottom line and we do this with expertise, quality, integrity, and excellence.

## DeltaOne's Tier 1 Service

### RMA and Warranty Repairs

Industry studies have shown that about 30% of barcode equipment sent in for service is returned with "no problem found." Of course there is an actual problem with the equipment, and after a week of being out for repair, it is returned and still not working. This is why DeltaOne Software developed Tier 1 Service. Our staff manages the RMA process and monitors equipment failures to prevent downtime.

### We Create a Golden Image

Most problems with mobile computers start with an improper or inconsistent configuration. In large deployments or just over the course of time, devices can end up with different versions of the operating system, service packs, and configurations. Our team of support engineers can be used to configure the devices. We create a consistent software package to be deployed on each device to insure uniformity. Additionally, devices are issued from the manufacturers to end users without adequate protection against reconfiguration. When we configure the devices, we add the necessary security to ensure that each device stays consistent. This package becomes the "Golden Image."

This Golden Image is meant to be reinstalled on each device after it comes back from service. Devices are often set back to factory defaults when serviced, and it is critical to get the device back in service *and* correctly configured as quickly as possible.

### **We Manage RMA's**

Before a device can be sent in for service, a Return Materials Authorization is required. While most companies can get this directly from the manufacturer or service center, DeltaOne Software does this for our customers. This removes the responsibility of creating the RMA and managing the returns process, and places it on us instead. You simply email us the serial number and the description of the problem and we take care of the rest. We ensure that the device is under a service contract and we work with the service center if any problems arise. This also allows us to check for problems other than hardware-related problems. If the device needs a configuration change or has a software problem, we can point you to the right solution and avoid the hassle and cost of shipping the device in for repair.

### **We Monitor Repairs**

By managing the RMA's, we are able to monitor the issues with each device. Sometimes there are underlying issues that need to be addressed. When the same problem or device keeps showing up, there may be a deeper issue. For example, a customer of ours had a number of their scanners reset back to factory defaults. The scanners were sent in for service, but they were returned with no problem found. The problem was not with the hardware, but with a "feature" of the scanner. When the scanner's battery would die, the operating system would ask if the user wanted to "clean boot" the device when it restarted; the user would then press the Enter key without reading the prompt and the scanner would lose its entire configuration. DeltaOne was able to resolve this problem because we saw the problem at multiple customers, and our support team found a patch to fix the problem.

Downtime is expensive. We help streamline the RMA process, which can save you unnecessary shipping charges and time to handle these devices, as well as the need for a large pool of spare devices.

## **Service Level Agreements**

Most organizations do not have the resources to employ their own full-time expert with barcode and wireless equipment. That is why most of DeltaOne's customers, both large and small, rely on us as a technology partner and an extension of their own organization. We have an experienced, knowledgeable staff that is available to help troubleshoot and resolve problems quickly and affordably.

To accomplish this, DeltaOne offers its customers customized Service Level Agreements (SLA's) to fit their specific needs. An SLA supplies customer service details such as: Who do we call in an emergency? Who do we call or email for non-emergency assistance? What is DeltaOne's hourly rate, and who can authorize a service call? How fast is response time?

An SLA gives you peace-of-mind knowing that no matter what happens to your equipment or software, there is an entire team available to help you. Your IT Director can go on vacation knowing that he is covered.

Some of the things we can support under an SLA include: wireless surveys and design, troubleshooting problems with access points and controllers, resolving issues with handheld scanners, software programming and customizations, creating reports from the data collected, and business consulting to increase efficiency.

Many vendors are unable to provide this type of service. We strive to keep your organization running smoothly, with the same dedication you would expect from your own staff.

## Summary

- DeltaOne Software is a solutions specialist, not just a company that sells hardware.
- DeltaOne will manage your RMA's, monitor repairs, and help you troubleshoot issues with your handheld devices.
- We keep a backup "golden image" that you can deploy to get up and running immediately after service repairs.
- We have a knowledgeable team that serves as an extension of your own and can support you in any way you need.