

- Repair Services
- Support Services
- Education Services
- Advanced Services
- Managed Services

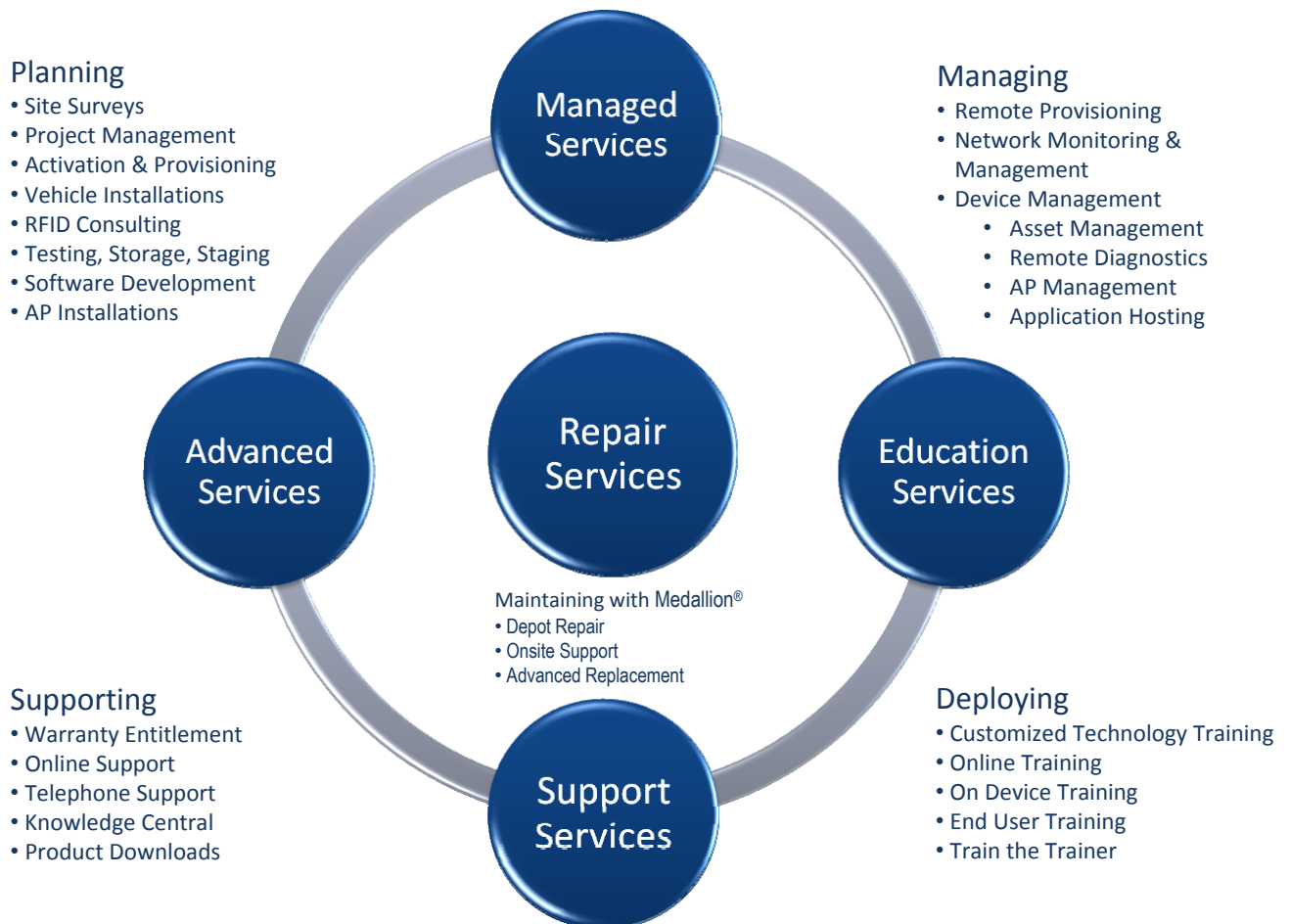
Intermec Global Services

Delivering Business Continuity Through
Best-in-Class Services and Support



A Global Partner, Delivering Best-in-Class Services & Support

Intermec Global Services (www.intermec.com/services) provides customers and partners a global point of contact for best-in-class support, repair, education, advanced and managed services. We deliver business continuity expertise: from evaluation to integration and implementation. Intermec Global Services helps deliver a total customer solution for managing, controlling, optimizing and securing devices, assets and resources across Asset Information and Data Capture technologies, WLAN and WWAN networks, as well as RFID. Protecting business critical data collection and technology investments with industry-leading services and support simply makes good financial sense.



Medallion® Repair Services: A Suite of Choices for Maximum Value

Intermec's Medallion® Services has become the industry gold standard, delivering comprehensive, high quality depot repair and onsite repair options. With a variety of contract levels available – Complete, Bronze, Silver and Replacement, as well as onsite services with Platinum and Gold level contracts, the Medallion® portfolio provides committed response times and pricing terms all backed by Intermec reliability. Medallion® repair services deliver peace of mind and enhance and extend Intermec Standard Warranties*.

*Standard Warranty Terms

Intermec products are covered by a one-year standard warranty that protects against defects in materials and workmanship only.

Medallion® Services at a Glance

- Depot Repair
- Onsite Repair
- Multi-Vendor Product (MVP) Program

Support Services: Interactive and Responsive

Intermec provides comprehensive Web-based and telephone Technical Support Services to assist with the prompt resolution of product and system configuration issues. Intermec's Technical Support Centers are staffed with highly trained specialists with deep expertise in AIDC technologies, WWAN, WLAN networks as well as RFID systems. Web-based support and product reference resources are available through the Global Services Knowledge Central (www.intermec.com/services) database. Customers with a Medallion® repair services contract receive both unrestricted Web and telephone-based support for the life of the contract.

Support Services at a Glance

- Online Support
- Knowledge Central
- Technical Call Center
- Service Manuals & Downloads
- Warranty Support
- Returns
- Software Optimization & Troubleshooting
- Premier Software Support

Education Services: Customized for Optimal Impact

Intermec Education Services delivers engaging customer and partner training programs for end-user solutions, ensuring a smooth product deployment every time. Highly skilled training professionals design and implement custom curriculum, identify and deploy instructors, manage training logistics, create Help Desk support plans and provide project management for all aspects of a technology roll-out. Education Services' professional trainers understand mobile environments and how users apply technology to their daily jobs. This expertise allows them to effectively approach education and deployment requirements leveraging best practices, proven processes and the necessary discipline and empathy to assist end users in adopting new technology, tools and business practices. Education Services offers customized onsite and online training programs.

Education Services at a Glance

- Customized Product & Technology Training
- Partner Training Support
- Certification Training
- Mobile Application Development
- Online Training Tools
- Application Documentation

Advanced Services: Specialized Deployment Expertise

From planning through systems "go-live," Intermec Advanced Services ensures successful technology deployments of all sizes and complexities to expedite return on investment. With a comprehensive suite of assessment, management, activation, provisioning and installation tools and capabilities, Intermec's Advanced Services team is trusted by data collection network integrators and end-users alike. Partnering before, during and after implementation of WLAN, WWAN, RFID or traditional data collection systems assures optimization and cost-effective technology deployments, greater efficiencies and long-term system value.

Advanced Services at a Glance

- Site Surveys & Assessments
- Activation & Provisioning
- Project Management
- Vehicle Installation
- RFID, WLAN, WWAN Consulting
- Deployment Logistics
- Software Consulting
- Testing, Storage & Staging

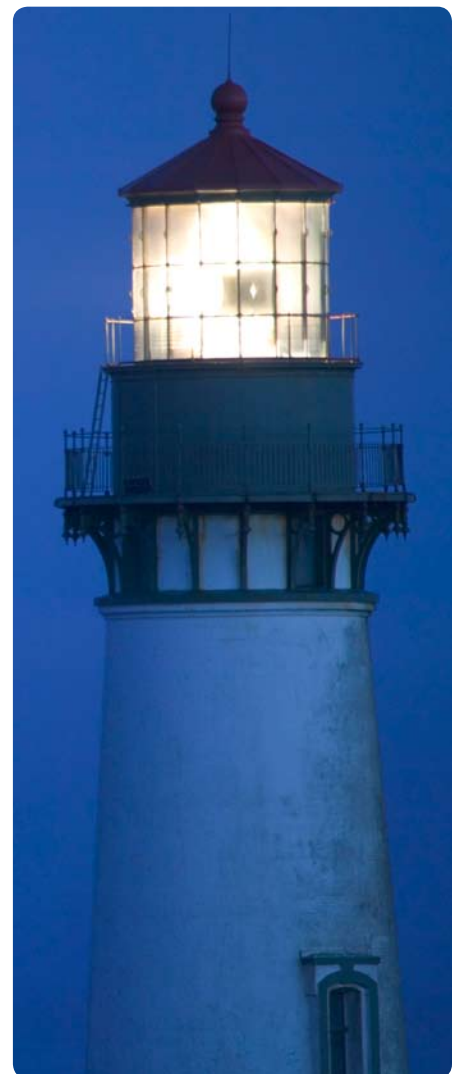
Managed Services: Remote Device Management

Improving device and system management are key strategies to reduce organizational costs and maximize investments in mobile computing and data collection systems. Along with Intermec's SmartSystem™ technology, Global Services is investing in partnerships to provide the best monitoring and management tools available to improve device uptime.

Quickly identifying and categorizing hardware and software problems utilizing SmartSystem™ based device reconfiguration, reduces the number and complexity of troubleshooting steps. This ensures less down time, better asset utilization and a faster path to the repair and return of non-working devices.

Managed Services at a Glance

- Device Management & Network Support
- Security
- Asset Management
- Remote Diagnostics



Committed to Services Excellence

Intermec Global Services will continue to invest in and grow its Repair, Support, Education, Advanced and Managed Services capabilities directly and indirectly through our vast global partner network. We will seek to align with new strategic partners and leverage existing channel relationships to build our core services business and bring new and enhanced services to market.

For more information on Intermec's Global Services solutions, visit us at www.intermec.com/services.



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