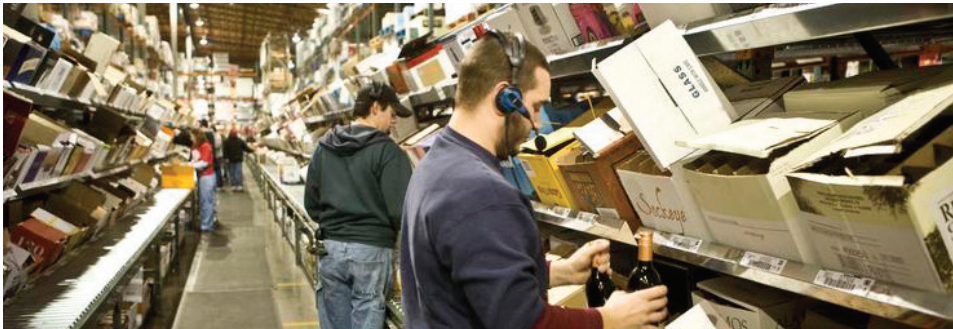## We make IT work.

With constant changes in technology, you need expert advice from a solution provider that helps you make informed decisions about **network solutions, equipment selection, security, the use of consumer devices and integration of hardware and software.** At **Barcom**, we are experts in barcode automation and RFID solutions. We keep worker productivity and systems operations performing at optimal levels to meet the needs of your growing organization. Our solutions enable workforce empowerment; from integrated voice-and-data communications to mobile printing, bringing your team to the point-of-work with access to real-time inventory and information they need to get the job done.

At BARCOM, we take the worry of technology off your hands.

Looking to upgrade your RF network? Need help figuring out the best mobile device for your workforce? We can help.

Our Customer Service Group

Our Customer Service Group understands the sense of urgency needed when your hardware is in need of repair. We make it easy to request a Return Material Authorization (RMA) without having to complete complicated forms or search through pages on a website. We also provide services for:

- Maintenance agreements / term renewals
- Hardware rentals
- Demonstration equipment requests

Let **Barcom's** Customer Service Group help you manage the burden of administrative and service issues so you can get back to business.

Maintenance Agreements

In a fast-paced environment, devices get dropped, run over by forklift trucks, and end up in places you'd never expect them to land. Our maintenance agreement options make it easy for you to allocate spending to the "what if's" of use over a 3-5 year period. **Protect your equipment and your budget to prevent overspending on repairs and maintenance.** We provide a fully comprehensive plan with an attractive ROI.

Helpdesk Support

With the majority of technical problems being resolved over the phone or online chat, you'll find our helpdesk support team a valuable asset to your organization. The benefits of our support line include:

- U.S. based technical team
- Single point-of-contact familiar with what you have installed
- Reduced downtime – eliminate instances of unnecessary hardware returns by talking with our experts first
- A holistic viewpoint for problem-solving; we consider all components in your solution and how they work together

Need to deal with a warranty repair or technical issue? We can handle those too by interfacing directly with the manufacturer on your behalf. **We make IT work.**

Product Set-Up, Consulting and Deployment Services

Take the load off your IT staff and rely on **Barcom's** integration specialists to manage your hardware and software solutions. We offer a fast installation process that allows your internal team to focus on other areas of the business. We provide:

- Kitting of components
- Unpacking and inspecting equipment
- Charging batteries on mobile devices or other hardware
- Loading application software or settings for easy network integration
- Other installation or configuration settings that may be required

Got Multiple Locations?

No problem. We can ship equipment to multiple facilities whether they are across the country or in the next county, and we configure them for an easy "out-of-the-box" experience.

RF Surveys & Analysis

The warehouse and manufacturing floor are challenging environments for wireless connectivity:

- High ceilings, inventory racks and machinery
- Multiple mobile devices working in a concentrated area
- Users roaming throughout your facility
- Equipment exposed to fluctuating temperatures and conditions

Knowing how to configure your warehouse RF is important. When you choose **Barcom** for your RF needs, we work to ensure your wireless environment operates at an optimal level.

Site Survey Plan

We develop a plan to provide you with a proper wireless network infrastructure. The plan determines the correct interface, appropriate placement, type of antennas needed and how they should be configured for proper RF operation. We also perform surveys for existing networks that require additional access points, upgrades and more.

Choosing hardware not suited for a complex environment like the warehouse can affect performance.

- Slow response times
- Signal loss in one area, but not others
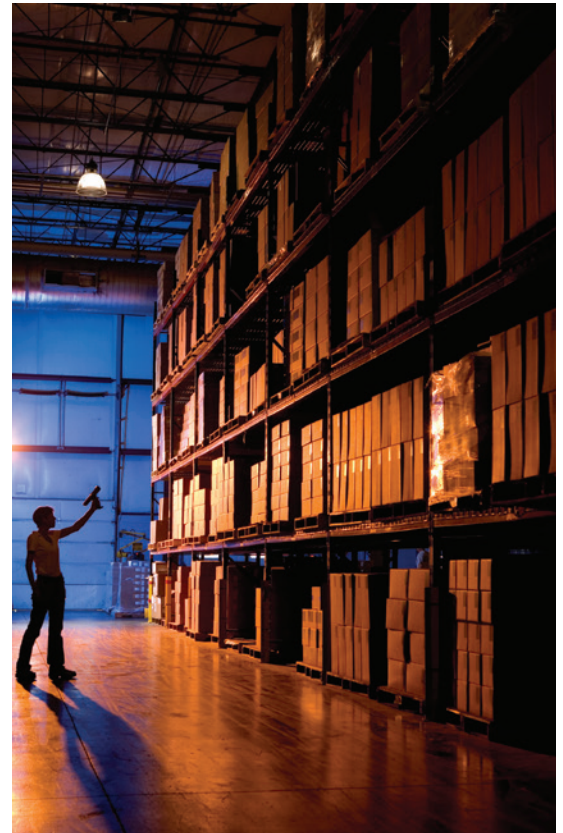- Less than desirable coverage
- Repeated drop-outs and log-ons

We specialize in warehouse and manufacturing environments and understand considerations that need to be made. Our services include:

- Initial set-up and training
- Correct utilization of 802.11 a/b/g/n
- Best practices and what to expect from the operation of your devices
- Ideal placement of access points and antennas
- Hardware recommendations that work best in challenging areas
- Recommendations on proper signal strength for mobile devices

Installation /Integration

Our work doesn't end with a site survey. We offer installation and integration services for your RF network, software or hardware (mobile computers, scanning devices, printers and more).

We can arrange the system set-up and configuration to optimize the functionality of your terminals and wireless network; our installation technicians will even return to your facility post-install to ensure coverage is optimal so you can maintain workforce productivity.

ABOUT BARCOM

Barcom, Inc. specializes in warehouse, distribution and manufacturing automation solutions. **From the job site to the factory floor, we follow a solutions approach** by understanding your operating challenges and offering technology and infrastructure recommendations that improve the flow of business — from supply chain operations to customer delivery.

Your success is paramount to us; our goal is to arm your workers with the tools they need to increase productivity and improve profitability. **Call us today 423-855-1822** or email **sales@barcominc.com** to arrange a site visit for a thorough review of your existing processes and where we can help you improve.

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