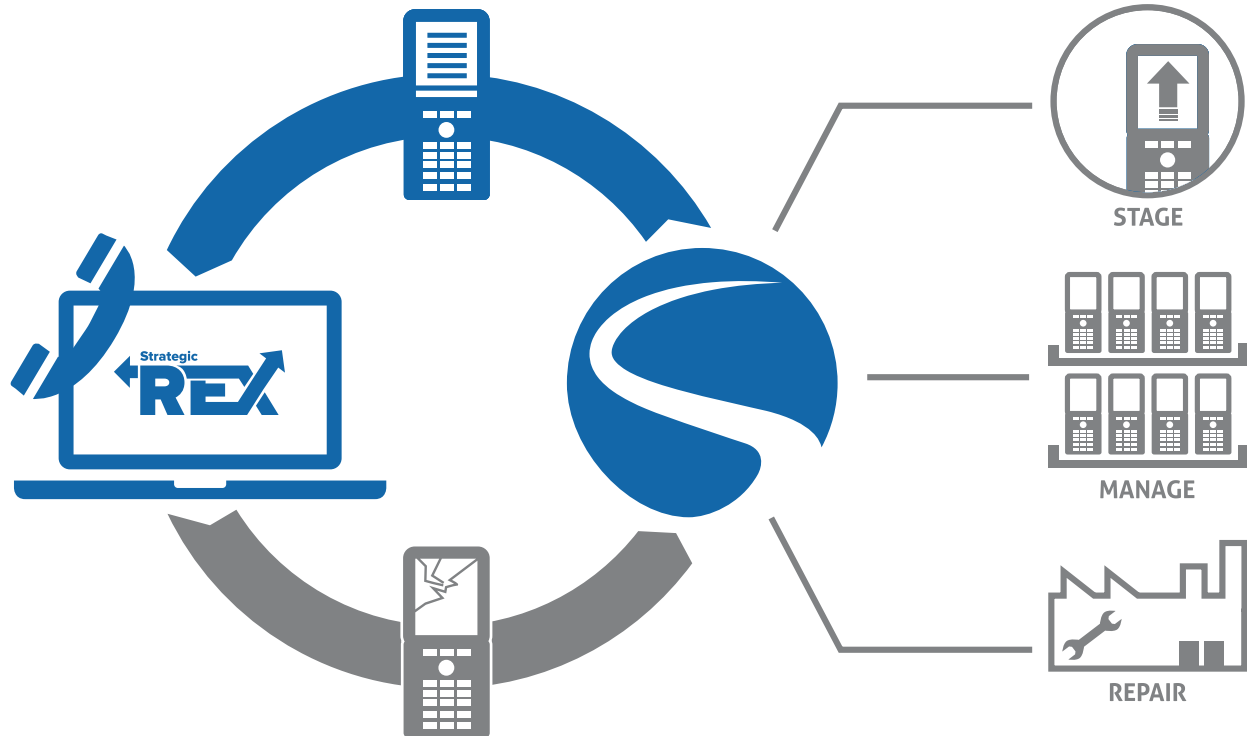


Strategic Rapid Equipment Exchange



Enterprise Spare Pool Management, Simplified RMA Processing

Your mobile devices play an important role in delivering your business-critical data. To help keep you operating at peak performance, Strategic Systems & Technology offers REX – your Rapid Equipment Exchange portal. With REX, you can achieve visibility that allows you to track, control and ensure the integrity of all of your mobile devices and accessories.

REX is an online management portal that gives you comprehensive, real-time status visibility over your entire mobile device population. Customized to your specific needs, your flexible REX portal is searchable by the criteria that mean the most to you (serial number, location, status, etc.) and gives you the ability to export data for robust reporting.

More than just a real-time database, however, REX also comprises support and services. Directly administered by your trusted team of Strategic Systems technical advisors, REX involves two vitally important activities –

→ **Spare Pool Management** | Think of this as “base camp” for your mobile devices. Strategic Systems takes guardianship of your backup devices, staging and securely storing them until they’re called into play, then shipping them out whenever and wherever they’re needed.

→ **RMA Processing** | When the inevitable happens and one of your devices is damaged, Strategic Systems steps up to handle the situation – from walking the damaged unit through the manufacturer’s repair process, to testing and restaging the unit once it is returned.

With REX integrating all of the moving pieces, you have complete visibility into the efficiency indicators that can help you make better decisions about your business – things like device performance, location allotment, individual unit history, and overall usage and repair trends – whatever metrics are most important to you.

Spare Pool Management – More Than Device Storage

Spare Pool Management starts with the Strategic Systems Technical Services team creating a production image for your mobile device population. With this “golden image,” our Tech Services team can understand your production environment and stage any new devices that are purchased, ensuring that all of the required programs and settings are loaded onto every unit.

Taking the process to the next level, REX gives our Tech Services specialists the ability to better monitor issue trends and problematic devices. This means they can work with your IT or development staff to proactively identify factors impacting the production environment, apply the latest application, firmware and OS updates, and maintain the overall integrity of your golden image.

With REX, this golden image also enables Tech Services to re-stage any devices that have been repaired at the manufacturer and have been returned to Strategic Systems for re-entry into your spare pool at our secure storage facility. You can be confident that when a unit is shipped from your REX spare pool, it will be ready to operate with the latest updates, validated by your IT team, right out of the box.



Streamlining The RMA Process

Strategic Systems & Technology has been a Motorola Premier Solutions Partner for more than 10 years. The combination of our expert knowledge of the Motorola Solutions product line and our experience with the RMA process can make REX a truly valuable component of customers’ mobile technology management strategies. With REX, the Strategic Professional Services team is mobilized to help whenever issues arise. Here’s how it works:

1. One of your devices is damaged, so you
2. trigger an alert by logging onto REX and requesting a return merchandise authorization or RMA; this
3. activates your Strategic REX response team to ship out (priority overnight if you like – the shipping method is up to you and the urgency you specify) a replacement unit from your spare pool, along with a return label for you to
4. ship us the damaged unit, which we
5. manage through the manufacturer’s service contract repair process on your behalf, and then
6. enter back into your spare pool to be ready for redeployment as needed.

Through REX, you’ll know the location of each device and its repair/ readiness status at any time. Before entering a repaired device back into your spare pool, we test it to ensure that the problem has been fixed and, if needed, reload your golden image so that the unit will be ready to use whenever it is required.

- The immediate benefits to our customers include:
- Prompt shipment of a replacement unit to minimize downtime.
- quicker RMA on-ramping,
- elimination of submission errors, and
- a direct, live contact for issue resolution.

Features

- Web-based interface for instant visibility of your entire device population
- Comprehensive asset database for device location lookup, asset history log, status updates and more
- Device integrity assurance, with testing and imaging of each device before it is entered back into a customer’s spare pool
- Secure spare pool device storage
- Exportable data for flexible reporting

Benefits

- Streamlined RMA processing for more efficient resolution of device issues
- Reduced employee downtime, with professionally staged replacement devices shipped when and where you specify
- Improved “golden image” integrity and maintenance
- Issue trending visibility, to help identify solutions across users, environments, locations and/or devices

Requirements

- Spare pool of devices – typically 3% of your total device population
- Motorola Service from the Start comprehensive contract
- Valid FedEx or UPS shipping account