

PSION SERVICES



SUPPORT TO MEET ALL YOUR BUSINESS NEEDS

psion

INTRODUCING PSION SERVICES

For more than four decades, companies have turned to Psion for an unparalleled choice of innovative and rugged mobile computing solutions.

Our commitment to adaptive ingenuity has created a product range that's not only flexible, but offers you the best lifetime Total Cost of Ownership - with a 98% success rate on service level agreements. This commitment extends further than just our products. It's key to our service offerings too.

PSION SERVICES is a unique range of service plans that help maximize productivity and minimize downtime, creating more opportunity for you to focus on business growth.



PSION SERVICES: SUPPORT THAT'S AS VERSATILE AS OUR DEVICES

Psion Service plans have been developed in close conjunction with customers, developers and partners to ensure that they exactly meet your business needs.

Psion's service plans have the power to transform your business processes, boost productivity and improve performance.

All Psion Services plans include the latest tools and technologies in the easy-to-use, custom-built solutions. By fixing problems first-time and quickly, your business is kept moving with minimum downtime while benefiting from reduced costs through better day-to-day device management.

Choose one of three tiered service plans, to deliver benefit across the lifetime of your handheld devices:

MODULAR SERVICES

Flexible, easy-to-use maintenance plan.

PRIMARY SERVICES

Mission-critical service for mission-critical applications.

MANAGED SERVICES

Extended proactive device management.



PSION SERVICES: WORK SMARTER

For over 40 years, our innovative solutions have led the industry by helping customers around the world drive their mission-critical operations.

Our Psion Services portfolio is a continuation of this philosophy, and brings you a suite of optional support features designed to enhance your business.



MODULAR + SERVICES



Modular Services is a service plan designed exclusively for users of devices built on the highly adaptable Psion Omnii™ platform.

It's a plan that delivers a host of features in a way that offers maximum value and flexibility. With Modular Services device repairs may be conducted in the field to keep your business running - no matter what.

By allowing you to customize your maintenance and support on a chassis or per-module basis, Modular Services from Psion delivers real peace-of-mind while also reducing costs.

MODULAR SERVICES COMES IN TWO OPTIONS:

Modular Services Lite - includes repair of failed chassis

Modular Services Complete - includes repair of failed chassis as above, but also replacement of failed modules.

A man wearing an orange hard hat, safety glasses, and a high-visibility yellow vest over a dark jacket is looking down at a handheld device. He is standing in front of a yellow construction vehicle with the number 66020 visible. The background is slightly blurred, showing more of the construction site.

PRIMARY + SERVICES

Psion Primary Services plan brings you the same great features we previously offered with Psion i-Serv. We've changed the name, but you can still expect the same outstanding levels of service.

With complete maintenance and support for all your Psion devices delivered in a flexible, cost-effective format, you can relax knowing that you're covered - whatever happens.

You gain access to five Psion repair centres and a global network of authorized repair centres with the option of an on-site Psion troubleshooting expert - all dedicated to keeping your business moving.

PSION SERVICES: BENEFITS TO BOOST YOUR BUSINESS



③ FAST TURNAROUND

Device repairs are fixed - 97% first time - and back with you within three days.

🎧 LIVE HELPDESK SUPPORT

Available 24 hours a day, 7 days a week our 'always-on' support enables us to deal with problems quickly and efficiently, reducing downtime and minimizing revenue loss.

🔧 GLOBAL REPAIRS

Wholly-owned service centers and 40 years experience managing devices in North and South America, Europe and Asia - plus a global network of authorized repair centres for fast repairs. They're close to your operations to eliminate costly delays and help keep your business going.

🔧 DEVICE CONFIGURATION

Dedicated technicians return your device to you fully-configured and ready to use.

💻 TEKNET

Our online real-time customer service system allows us to support you at any time with the instant creation of Return Material Authorization (RMA) and return shipping, ticket management, service histories and interactive tracking - from start to finish.

💻 INGENUITYWORKING.COM

Unique resources offer immediate support access through Psion's online community. Open to customers, developers and partners this is where we drive innovation together.

⚡ QUICK ACTION GROUP

Emergency on-site technical assistance for problems that can't be solved over the phone.

Our industry-exclusive, Quick Action Group will carry out same-day repairs, for minimum disruption to your business.*

*Not Available In All Regions

PRIMARY SERVICES PLAN BENEFITS: AT-A-GLANCE



Primary Services	
Teknet service portal (provides mgmt of tickets, RMAs, service histories)	Yes
Turnaround time	3 Days
Help desk	24/7
RMA return shipping	Overnight
Device configuration	Returned configured*
Abuse repair	Included
Inbound shipping	Option: with or without collection

Key benefits of the Primary Services Plan include:

- + Free same-day repair upgrade, if repair deadline is not met
- + Unlimited access to Teknet real-time customer service
- + Site repair history reports
- + Depot firmware upgrades
- + Performance and reliability optimization
- + Remote firmware upgrades
- + Battery-testing, optimizing and disposal
- + Reflashing configuration on terminals
- + Pre-paid ground freight on return shipments





MANAGED + SERVICES

Our Managed Services plan offers you an ingenious suite of advanced management services that are unrivalled in the industry.

Designed to maximize the power and profitability of your Psion solutions, our comprehensive, proactive services allow you to outsource some or all of your mobile management for complete convenience and optimal business productivity.

Unlike conventional managed services programmes, Managed Services gives you real-time insight into your mobile environments by leveraging key data captured from the Psion solutions you have deployed. So, you're always able to make improvements as your business needs change.

Our Managed Services Plan pulls together the latest tools and technologies into a single solution to give you competitive advantage.

- + Assess business performance in real-time, using intelligent, dashboard-based analytics
- + Manage and replace batteries based on performance for proactive resourcing
- + Remotely manage and monitor key performance metrics and user-behaviour statistics
- + View assets in comprehensive detail, and configure them for optimum results
- + Deploy proactive device health management for fast problem reporting and diagnosis, repair history and next-day swap
- + Meet demand for continuous improvements in workforce productivity, process efficiencies, service delivery and operational costs



A construction worker wearing a yellow hard hat and a high-visibility vest is holding a rugged mobile device. The background shows a construction site with a blue container and a forklift.

MANAGED SERVICES: PROACTIVE DEVICE MANAGEMENT

Psion's Managed Services Plan is highly adaptable. Virtually anything you add to the platform, including hardware, software and applications, can be coded to provide feedback for you to remotely monitor and manage.

With real-time insight into your mobile deployments, you can generate ongoing revenue opportunities. You can also leverage the latest technologies and performance analytics to constantly optimize your business processes.

PSION: PROFIT THROUGH INGENUITY

Psion delivers the industry's most advanced rugged mobile computing solutions. For over 40 years, we've been pioneering the right tools to help customers adapt and respond to business change.

From handheld devices and scanning technologies to wireless networks and after-sales support, our solutions are trusted to perform for many of the world's leading organizations.

Through open innovation, you can use Psion ingenuity to drive down the total cost of mobility; improve task efficiencies, and make the best use of data.

With Psion Services, you can now benefit from a range of unique, next-generation customer support plans that are as flexible and robust as the mobile solutions they protect, maximizing your ROI.

THE PSION OMNII™ MORE HARDWARE VALUE

As your business grows you need handheld devices that adapt to deliver the highest levels of productivity.

With the Omnii you can rest easy, safe in the knowledge that the choice you make today will allow you to satisfy your needs tomorrow. The Omnii allows you to replace or upgrade one any of the following modules: scanner, cellular radio, display, memory or keyboard as your needs change.

The Psion Omnii™ Benefits Include:

- + **Longer product life:** Reconfigure your hardware to meet changing needs and extend its life
- + **Unrivalled options:** Change your display, switch keyboards or upgrade the scanner - and more
- + **Choice:** Repurpose your device for new applications

MORE VALUE

The Omnii provides more value because you can reconfigure your hardware instead of replacing it - saving your business time and money. The adaptability of the Omnii platform gives you the lowest possible total cost of ownership (TCO) on hardware with savings of up to 30% over the lifetime of the device.

MORE DURABILITY

Omnii XT15's extreme-duty display is tougher than the competition, with the ability to withstand a 4.0 Joule impact breakage.

MORE BATTERY-LIFE

A highly efficient battery and best in class power savings for up to 20 hours' use.

MORE KEYPAD OPTIONS

6 keyboard styles, including QWERTY numeric, with an ultra-white backlight so you can still type in low-light conditions.



MORE DATA CAPTURE

New options include a range of high performance scanners with good/bad scan indicators, Imager Control Services (ICS) and cameras.

MORE CONNECTIVITY

An expanded wireless offering now includes 3.8G HSPA+, 2G EDGE (WWAN - Broadband) and 802.11a/b/g/n WiFi.

MORE SENSORS

The Omnii XT15 features an accelerometer and GPS that enables screen rotation, compass calibration detection and motion sense+.



MODULAR SERVICES

PRIMARY SERVICES

MANAGED SERVICES



To find out more about Psion Services please visit <http://services.pSION.com>
or e-mail us at solutions@psion.com.

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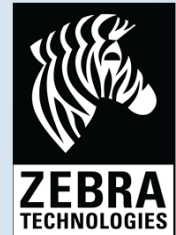
MOTOROLA

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EQUINOX
PAYMENTS



About us

- Legacy Technology Services is a leading nationwide provider of mobile computing, barcode, printers and point of sale equipment and services.
- For over a decade, thousands of clients across North America have trusted us to provide equipment from leading manufacturers backed by the services to support them.

Latest Hardware from top manufacturers

- Legacy handles virtually every major manufacturer of mobile computing, barcoding and point of sale equipment.

Expert Repair and Maintenance services

- Legacy is one of the best repair facilities in North America

Discontinued product sourcing

- They don't make it anymore? Our inventory also includes manufacturer close-outs and discontinued equipment to support our clients legacy infrastructure.

Trade-in and Disposal services

- That old equipment laying around your facility may still have some value. Legacy routinely purchases equipment from our clients around the globe.
 - Data destruction
 - Hardware disposal
 - Auditing services

Dedicated client account team

- Dedicated, highly trained account managers are here to answer all your questions and provide top notch service.

Equipment rental services

- Sometimes renting is a better solution, Legacy's huge rental inventory provides the equipment you need for temporary needs and projects.



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