



Field Services and Support

Introduction

Synertech's expertise in the design, development, installation and support of radio frequency identification (RFID) systems and information management solutions is complimented by a professional services ability to provide a complete range of field services and technical support.

Our approach is to consider the complete system life cycle which is achieved through integrated development which by definition is in line with all legislative requirements taking into account concurrent consideration of all life cycle needs during the system design and development process.

Traxsense

Synertech's Traxsense software platform brings to life innovative, automated monitoring and tracking solutions by providing clients with dashboards and analytics to easily track all assets and to monitor business performance indicators. Smart sensor enabled assets are transformed into intelligent data sources. These smart assets are connected in real-time which provides organisations with controlled and auditable IOT information. Traxsense not only provides for immediate management decisions, it also harnesses the power of data analytics for business optimisation.

Background

Due to the relatively high cost of a RFID solution as well as the complexity of the technology involved, Synertech inherently provides a field service capability as one of the most important solution aspects to ensure that the client receives the maximum return on investment.

This service is supported by RF and software experience with combined RFID experience of more than 50 years.

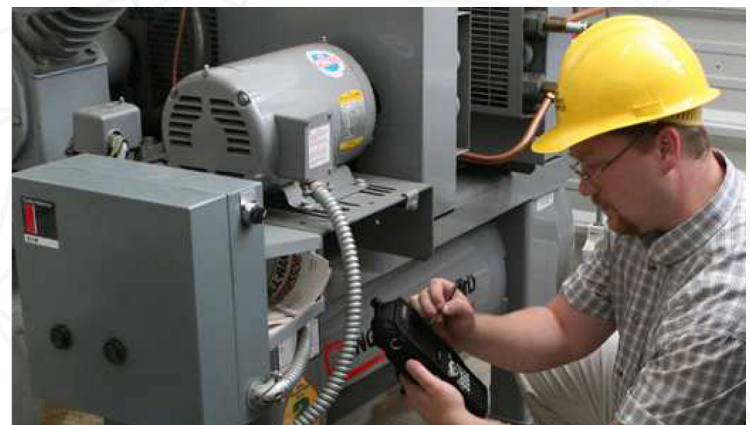


Connecting the Client to all aspects of their business

Benefits at a Glance

The most substantial benefit of Synertech's ability to provide this comprehensive field service and technical support, is the ability to deliver a working solution from the onset of the engagement.

There is no risk that additional costs are incurred to try and integrate hardware and systems that were not completely compatible from the outset.



Site Specific Inspection

Field Services and Technical Support Offering

The field service offering combines the following elements in order to deliver a cost effective, efficient and supportable RFID solution to the client.

- **RFID Consulting** - Synertech provides a comprehensive RFID consulting service to assist the client with:
 - Research and development
 - Requirement analysis
 - Solution design
 - Guidance on RFID tag and hardware selection which is supported by site surveys and evaluations
 - Infrastructure layout and design options
 - Software design and interfacing with other software systems
 - Advice on the optimal use of ICT and other existing client infrastructure
 - Risk Analysis
- **Site surveys** - RFID field service engineers and business analysts visit the client site(s) to advise on solutions and options available to satisfy the requirement
- **Site demonstrations** - A valuable element of the Synertech offering is the ability to perform demonstrations and tests on the client's site. This activity is supported by portable test equipment developed and manufactured inhouse. A large quantity of test RFID tags are also available to ensure that a comprehensive demonstration can be performed
- **Proof of Concept/Pilot installation** - In the event that a client requires a Proof of Concept (POC) or a Pilot installation, Synertech's project management capability ensures that a cost effective and comprehensive solution is delivered to meet the set objectives
- **Manufacturing support** - Fields services are supported by a design department as well as a manufacturing facility to ensure cost effective, quick turn-around hardware solutions. The ability to design and manufacture installation hardware by RF technicians allows for tailor-made equipment
- **Installation service** - Synertech's experienced installation teams ensure that all installations are performed according to best technical and safety practises, the client's engineering requirements as well as the Original Equipment Manufacturer (OEM) guidelines. Supported by compliant quality processes, Synertech ensures that all installations are professionally executed
- **Solution commissioning** - After installation, a comprehensive commissioning program is executed to ensure that the solution performs as specified. A combination of RFID expertise, software development and project management ensure the delivery of an operational system

- **Training** - Training is performed by in-house Synertech expertise. The training documentation is developed after a training needs analysis is performed in conjunction with the client. Training services include the development of training manuals for hardware and software use, system training, basic fault finding training and preventative maintenance training. Supported by a telephone or help desk service, ensuring that the client could rely on an operational solution with a high availability
- **Support** - Many support options are available to the client depending on the support and maintenance philosophy of the client, existing support agreements as well as required performance parameters. Support is provided by supplier accredited technicians



Team site visit and survey of facilities

Key Features at a Glance

The following are key features of Synertech's ability to provide field service support to the client:

- As Synertech is part of the development process of a solution, the client is advised on the most cost effective solution available to satisfy the requirement
- The implemented system is fully understood and Synertech is vested in the company to provide efficient support afterwards
- Installation and commissioning is provided by Radio Frequency technicians to ensure smooth operation
- Classroom or on-the-job training or a combination of both, to ensure that users are able to use the system without jeopardising operations
- Mobile advice available from support agreement expert
- Latest technology offering supported by Synertech's well established Research and Development environment
- Synertech offers hardware from a number of suppliers to ensure the solutions is well suited for the requirement

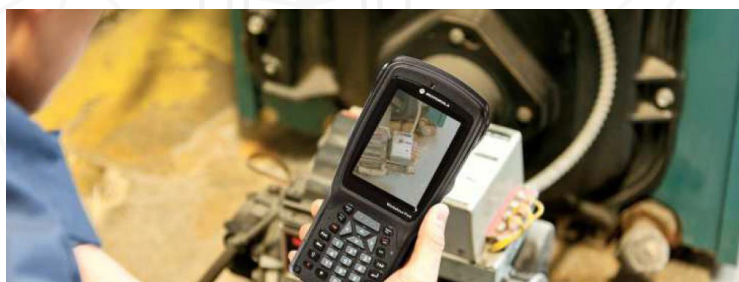
- System support analysis and needs definition, considering the preventative and corrective maintenance needs that cater for local and remote site support
- System health monitoring is an important preventative maintenance measure, complimented by a help-desk ensures optimal system uptime
- Rapid site support offices that house local support technicians and spare parts
- Engineering support for system upgrades and economic obsolescence management

After-Sales Service

- **Warranty** – All systems are backed by a 12-month warranty on materials and workmanship commencing from date of delivery
- **Maintenance and support** - A range of technical support and maintenance options are available based on formal service level agreements
- **Training** - Various training options are available ranging from comprehensive classroom training to on-the job training. All systems are provided with training documentation

Summary

Designed, developed and implemented by Synertech, a proudly South African company with nearly two decades of success at the forefront of supplying innovative RFID technological solutions to clients across a broad range of industry sectors.



Condition-based Monitoring

