



# VisionID

# Professional Services



**VISIONID**<sup>®</sup>

Barcode Scanning and Printing • Mobile Computing • Wireless Technologies • Identification Solutions

## Introduction

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Founded in 2000, VisionID Ltd. is a 100% Irish owned company that has successfully positioned itself as Ireland's leading provider of Barcode, Data Capture and Mobile Computing solutions.

Our product portfolio incorporates:

- Rugged Mobile Computing Solutions
- Barcode Scanning & Verification
- Barcode Label Printing
- Wireless/Radio Frequency Infrastructure
- RFID (Radio Frequency Identification) Solutions
- Plastic/ID Card Printing Systems
- Consumables - Labels and Ribbons
- VisionID possess close relationships with the world leading manufacturers such as Motorola, Zebra, Honeywell and Intermec.



**integrating people,  
products and processes**

Coupled with the hardware element we can use our Professional Services Team to address key client requirements such as:

- Service & Support – once a solution is installed we offer a range of different Service options to ensure the system continues to work.
- Installation and Configuration of the relevant hardware. We possess a particular expertise in Wireless Networks and Security.
- Training – we can train our end users across the full product range we provide.
- Software Solutions, both Custom and “Off the Shelf” – addressing areas such as Inventory/Warehouse Management, Asset Management and Mobile Paper based applications.

## VisionID Service & Support

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When a solution has been implemented and is fully operational, the security of on-going support and servicing is essential to ensure that the investment continues to deliver the necessary benefits. VisionID provides clients with a comprehensive range of both equipment and software servicing and technical resources, including 24/7 Internet Support.

At VisionID we understand that responding to our clients' support requests is a key component to good consumer relationship management. Where a client has additional or special needs, VisionID can provide solutions designed to best address the most unique requirements.

Both equipment and software servicing and support can be made available based on the customer's priority, for example, On-Site, Return to Base, Telephone or via the internet based on “Client Support Centre”, helping to ensure minimal down-time.

VisionID provides authorized printer service, and repair for most leading manufacturers of label and card printers. Our nationwide technicians have all received certified technical training from the manufacturers supported.

VisionID's engineers can install and configure your printers onsite. Our onsite setup and installation will have your printers configured for the optimum print settings, configured for your media and set for the best options for your label printing software.

### On-site Maintenance Contracts:

VisionID on-site maintenance contracts give you the confidence to know that your equipment is covered by world-class engineering services, 24 hours a day. Your production processes will run freely and there will be limited down time due to our dedicated team of engineering professionals.

Being a certified service partner with a large number of leading global vendors we supply and fit only OEM spare parts for repairs.

There are two standard onsite annual service plans that can be purchased:

- standard 2 day response
- next day response service

Our annual service plans include all travel, labour and non-consumable parts. We can also include onsite preventative maintenance visits incorporated into the contract cost.

### Non-Contract Maintenance:

VisionID service centre offer on-site preventative maintenance and repair works for equipment not covered through VisionID service plans. For this service there is an initial call out charge and then an hourly rate, parts and print head charge if applicable.

It is VisionID policy to always prioritise contract call-outs over non contract. However, VisionID understand that there is little appetite for down time at your facility and we will commit to have an engineer at your premises at the earliest opportunity.

### Depot Maintenance Contracts:

If you do not require an on-site maintenance contract but still seek the confidence of having world class engineers on hand to maintain your valuable equipment, then our Depot Maintenance Contract will give you the satisfaction of knowing that your equipment can be sent to VisionID workshop for repair.

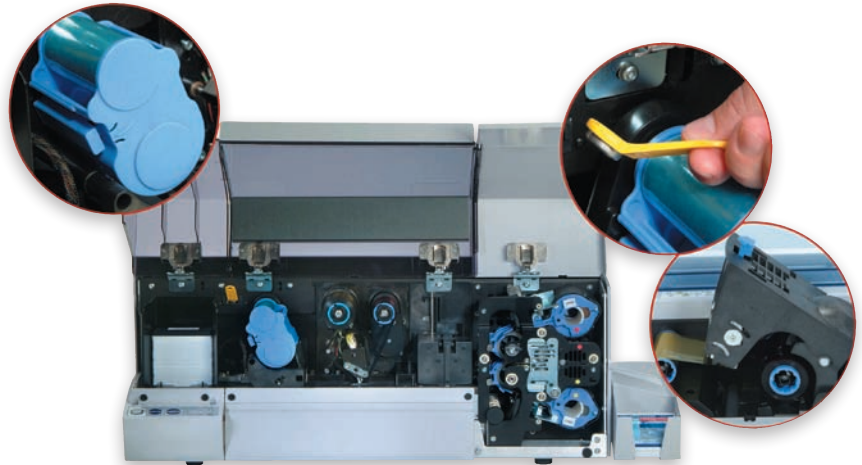
From our Central Service Centre in Clonmel our highly trained in-house engineers can repair equipment right down to the component level. Our Depot Service Plan will give a speedy turn around to your repairs or service needs. Depot Service Plans include all non-consumable parts, labour and standard return shipping charges.

We also offer a non-contract depot repair, which offers the same excellent level of service except that the non-consumable parts, labour and standard shipping are chargeable.

### Repair Overview:

Each barcode/card printer repair includes guaranteed workmanship, realignment and return to factory specifications utilizing only OEM parts. Our technicians perform thorough testing to ensure proper performance. In addition, all repairs receive VisionID's standard 8-point service check that includes:

- Clean and reset all sensors to factory specifications.
- Adjust torsion rate and tension on ribbon clutches.
- Clean and adjust printhead and platen roller for optimum print quality.
- Adjust tension on belts, motors and springs for smooth operation.
- Clean and reset all electrical connections.
- Lubricate and adjust moving parts to factory specifications.
- Print test labels to ensure proper communication and correct printer performance.
- Clean inside and outside of printer housing.



Our Engineers are trained to ZASP (Zebra Authorized Service Providers) and IPSP (Intermec Printer Service Partner) levels.

ZASP and IPSP accredited companies have demonstrated an unparalleled commitment to provide quality service and support for all Zebra and Intermec products. All engineers have completed extensive manufacturer training and are required to recertify on an annual basis. They are endorsed and certified by Zebra and Intermec to provide on-site repair, as well as installation, maintenance contracts, depot repair and technical support.

By using a qualified Engineer, you have the peace of mind of knowing that trained manufacturer technicians are keeping your printers operating at optimum performance levels.





## Mobile Computing

VisionID is Ireland's leading provider of Mobile Handheld Solutions. In conjunction with the pure hardware supply VisionID can provide a range of complimentary Professional Services in this space.

### Handheld Managed Services:

To realise the full potential of enterprise mobility, you need an experienced and highly skilled company that knows and understands the challenges of mobility — and your industry.

We take on the responsibility and assume the risk for your mobile operations using our experiences to date as well as leveraging on the relevant manufacturer's existing staff, tools and expertise. There are a number of benefits of this for you the client:

- Free Resources to Focus on Core Business
- Reduced Total Cost of Ownership
- Managed to Key Performance Levels
- Sharing Risk with an Accountable Partner
- Access to Leading Expertise, Methodologies and Tools
- Avoid Staffing Challenges

Every major handheld rollout results in a large resource overhead on the customer due to the requirements to configure, deploy and support the units.

Using our past experience VisionID can provide the following Professional Services:

- Device Procurement & Provisioning – in conjunction with the Software Partner we will configure the required units with the relevant settings and configurations as well as dispatch these to their required destination.
- Helpdesk – depending on your specific requirement we can offer First or Second Line support for the handhelds
- Repair Service – we will manage all repairs of the units in conjunction with the chosen manufacturer.
- Mobile Device Management in the Field. – we will work with the client to define the desired and most seamless approach to manage the devices in the field.

Configuring and managing your mobile devices can be a time consuming process. At VisionID we can provision your mobile devices for your settings. Have your units delivered with all the settings in place ready to start work.

For managing your devices VisionID can supply you with comprehensive software to allow you to remotely update and control your units. Centrally managing your units gives you the control to obtain full efficiency from your units.



# Wireless LAN Solutions

Wireless LAN technology solutions can help get the right information to the right people at the right time. A Wireless solution will provide an interactive exchange of data from anywhere within a facility, ensuring mission critical information is visible, available and accessible.

VisionID can provide the necessary Professional Services to compliment your chosen hardware solution. These Services include:

## Wireless LAN Site Survey:

A VisionID Wireless Engineer consults with the client after which the specific requirements are documented. Particular emphasis is placed on the application and bandwidth needs for the Wireless LAN deployment.

The Engineer analyses the site to determine the appropriate equipment and locations for the required coverage and networking functionality.

There are several core factors that have to be considered when implementing a wireless network, these include the number of users of the wireless network, the bandwidth required (what applications are running) and the latency that is required, for time sensitive solutions such as Voice Calls.

A wireless network design that will fit in with the specific customers needs has to be considered from a traffic management solution and security considerations. VisionID's engineers are trained in network analysis and can offer the complete solution and configuration for your needs to include if required multiple VLAN's firewalls, QOS and segmentation.

The physical site survey includes:

- Define Access Points locations
- Measurement of signal strength between Access Point devices and client locations
- Investigation of potential sources of RF interference
- Examination of host connectivity alternatives
- Evaluation of existing network connections, equipment, safety, security, cabling, power requirements and other key considerations
- **Site Survey Report** – Information gathered during the site survey is collated in a comprehensive Site Survey Report. This report contains a breakdown of the survey results and a network design based on desired coverage, including special requirements such as Security and Redundancy.



## Wireless LAN Installation Services:

**Deployment** - Working with your team, VisionID will install and configure the WLAN equipment, review the installation, perform an in-place wireless site survey to test the WLAN and modify the configuration to best fit your needs.

**Support** - Once the entire solution is in place, VisionID can provide both on and off-site support based on your needs and requirements. This may include patch, administrative and device management and reactive support for your WLAN.

VisionID recently completed a project to provide Dairygold Agri stores with Motorola handheld computers and wireless infrastructure which will track and trace all stock in their 39 agri business outlets throughout Munster, in conjunction with CORE Integrated Business Solutions. The VisionID solution mobile/wireless solution was integrated with Core's CORE | Agri software solution.

Under the terms of the agreement, VisionID provided Motorola MC3090 handheld devices and Motorola wireless access points devices for stocktaking and other product-related functions.

As part of the project, individual Wireless Site Surveys were completed at each of Dairygold's locations, to ascertain the optimum configuration and coverage for the wireless infrastructure. The latest wireless technologies and security protocols were adhered to as part of the actual installation services, including the use of Wireless Meshing for remote buildings.



“ *Having reviewed a lot of different solutions from different vendors, we are delighted to have chosen VisionID and CORE Integrated Business Solutions to support our agri operations moving forward.* ”



Dairygold

# VisionID Training Services

Having personnel onsite who understand your systems can greatly reduce your downtime in the event of a failure.

Basic trouble shooting and having a good in-house maintenance policy can go a long way to keeping these systems running at 100%.

At VisionID we offer comprehensive training programs covering our solution areas.

We can provide training services basic trouble shooting and best practises to understanding the granular operations of these solutions.

Key training areas include:

- Barcode Label Printer and Maintenance
- Card Printer Configuration and Maintenance
- Label and Card Design Software Training
- Barcode Scanner Configuration and Maintenance
- Handheld Computer Configuration and Maintenance
- Wireless LAN Configuration and Maintenance



## Why choose VisionID for your support needs?

From our dedicated service and support centre located at our Head Office in Clonmel we have a full compliment of engineers who have undergone stringent training programmes through our vendor partner training facilities in the UK and mainland Europe.

All VisionID Service and Support engineers achieve “Grade A” results on all training programmes which VisionID insist are carried out twice yearly. This ensures constant updates on new product technology from our vendor partners guaranteeing first class, real-time knowledge, making VisionID’s engineers the most advanced and best trained in Ireland.

VisionID also equips it’s regional offices with basic engineering facilities allowing nationwide service and support and ensuring a more cost effective and timely turnaround to third party end users.



**MOTOROLA**  
**symbol**

**MAGICARD**

**DATALOGIC**

**Honeywell**

**Intermec**



**Card  
Printer  
Solutions**

**VISIONID**

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