

**EMP**

TECHNICAL  
GROUP

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**EMP Services**



# Mobile Computer Support

Mobile Computers have become an essential component that many workers depend on to get their job done. We have been servicing mobile computers for years now, but we have worked hard to now offer a full suite of services to meet each customer's needs. Check out the various levels below and contact us today to get started!

## Basic

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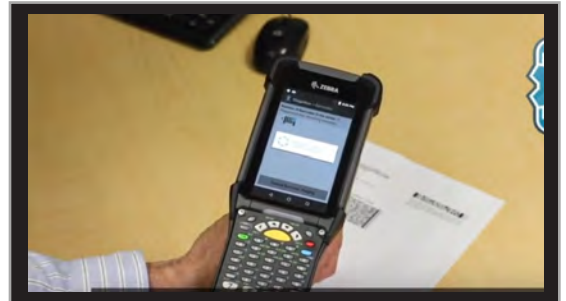
EMP will manage your factory maintenance contracts by tracking their expiration and renewing them as needed. EMP can also manage your MDM (Mobile Device Management) contracts, keeping them current and using the MDM to help support the devices. EMP will also manage the RMA process from the factory, going through any needed support process, sending you the RMA number from the factory and the shipping label. We then follow the repair process to ensure the device is repaired and returned. All of this is managed through a simple EMP OneTouch portal. The end-user puts in their site information and information on the device once and we take it from there. All handled with OneTouch by the customer. EMP can even manage devices from more than one manufacturer. So, no need for multiple login credentials and managing multiple IT support channels, it is all done by EMP.



## Basic +

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EMP will configure the device for you before it is sent back to the site. This can be done with or without the spares pool. A one scan configuration barcode will be set up for each site and EMP will manage the configurations, so the devices are ready to use with no additional IT intervention when they arrive.



## Basic + Spares

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In addition to the Basic features, EMP will manage a spares pool for you. When your site has a broken unit, we will get the RMA from the factory for the repair and then send a hot spare from the pool to the site for immediate delivery. We will then replenish the spares pool with the repaired device when it arrives back from the factory.





# Mobile Computer Support

## Full Support

EMP will also provide first line support for your end users. This means instead of contacting your inhouse IT team, your users will first contact us. We will then use the required MDM tools to remote into the device to attempt to remedy the issue. If the issue is resolved remotely, great, if an onsite trip is required to fix the problem, we offer that service as well. If all else fails and the device needs to go into the factory for repair, we will also manage that process.



## Flexible

Do not see what you need above, no problem, we will customize a solution for you. You can pick from the services above or add in new ones if we do not currently offer a feature that is beneficial to you.



	Basic	Basic +	Basic + Spares	Full Support
Manage Multiple Manufacturers	X	X	X	X
Manage Factory Maintenance Contracts	X	X	X	X
Manage RMAs	X	X	X	X
Manage Factory Repairs	X	X	X	X
Access to OneTouch Web Portal	X	X	X	X
Device Configuration		X	X	X
Spares Pool			X	X
Remote-In Support				X
On-site Support				X



# Printer Maintenance Contracts

You rely on your label printers to work when you need them. Having reliable printers means you're able to hit production targets, fill orders, and do business without costly delays. With a printer maintenance contract from EMP Tech Group, you can be confident your printers will always be operating at their best.

Our factory-certified technicians can perform either depot or onsite service to keep your printers running smoothly. Should something break, we have a large inventory of genuine factory parts, meaning we can get you back up and running quickly. Are you interested in preventative maintenance? You can also schedule the EMP team to come out monthly or quarterly to thoroughly clean and perform preventive maintenance on all of your covered label printers. When it comes to printer maintenance EMP has you covered!



- ✓ We service all major makes and models of thermal label printers
- ✓ Factory-trained and certified technicians
- ✓ Fast onsite service of printers

## Parts, Print Heads and Media

Printer maintenance contracts give you access to the best discounts on parts and media. Our partnerships with printer OEMs allow us to offer genuine factory parts and media at affordable prices.

## Spare Printer Pool

Guard against the unexpected with our managed spare program. If one of your mission-critical printers goes down, you'll have an identical printer standing by to take its place. You avoid a shutdown, and we repair the broken printer.

## Flexible Service Agreement

We'll optimize your service schedule to meet your business's needs. Whether you're running hundreds, thousands, or millions of labels, we'll help you achieve maximum uptime with minimal interruptions to production.

## Protect Your Investment

Your label printers are an expensive and important component of your operations. Maintaining your printers properly will ensure you get the best return on your investment.



# Wireless Network Services

Wireless Networking in the warehouse and shop floor is a different animal from traditional wireless networks. When you are dealing with mobile computers and printers traveling across the warehouse or production floor on a fork lift, your wireless network needs to be designed to handle mobility. EMP has partnered with wireless network hardware providers that understand mobility and have things like preemptive roaming built in.

Decades of experience in mobile computing give us the edge in wireless networking in the warehouse and shop floor.



## Access Points

In manufacturing and logistics, the ceilings are very high. How do you install your access points so that they can be easily seen and identified? EMP has designed a safe and robust mounting system that allows you to clearly find and identify the access point from the ground.

## Remote Management

How do you manage your network remotely? What if you have many sites across the country that you are responsible for? We have the latest cloud based tools that will allow you to manage your wireless network from anywhere, anytime.

## POE Switches

One of the challenges in wireless networking for the warehouse and manufacturing floor is the large distances that need to be covered by the wireless network. Using the proper POE switch along with a good layout of the overall network can overcome these challenges. Also, the cost of installing fiber can sometimes be eliminated by smart planning. EMP has the experience to give your warehouse rock solid wireless coverage and good planning helps lay out the switches and access points in an optimal way.

## Networking for Mobile Computers

When you are doing a wireless site survey for mobile devices, you need to engineer a network that is not oversaturated. Traditional wireless networking has a “more is better” approach to placing access points. In mobile computing, this approach creates havoc. EMP has invested in the latest software tools needed to perform a thorough wireless site survey.



# Project Management

All of our customers have one thing in common—they have limited IT and Project Management resources. Stir in the fact that the products that we sell tend to be complex and specialized, and you have a big need for out-sourced project management.

Below are some examples of the types of projects that we manage for our customers. Each project follows a process: quote, specifications development, scope of work document, project timeline creation, assigning of a dedicated project manager, weekly status meetings, and the formation of a team for every installation. We at EMP have multiple projects like this going on at all times. We manage anywhere from 300 to 400 projects in a given year. They range from small to large projects, and some are local while others are across the country.

As always, we go the extra mile to be sure that your project is successful and on time. Here are a few examples of the types of projects that EMP Tech Group’s engineering team can manage for you.

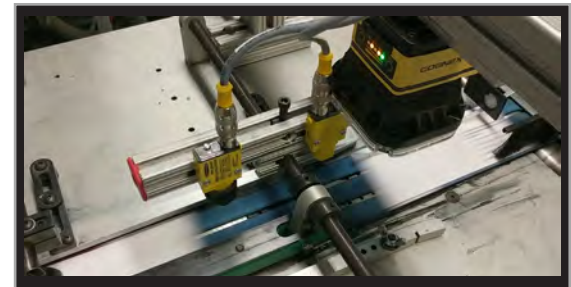
## Warehouse

We can manage your warehouse by installing mobile computing, label printing, wireless networking, label software, mobile power carts and cloud-based support tools. We will get the correct people trained in order meet all go-live dates, and repeat the warehouse overhaul at each location that is needed.



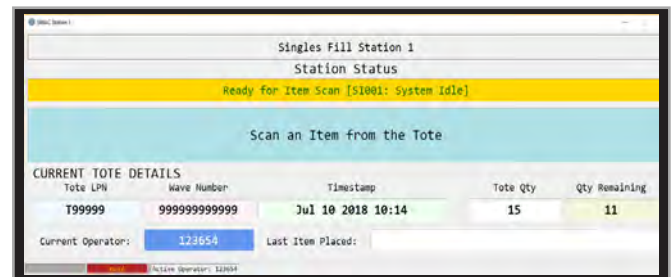
## Machine Vision

We have installed many machine vision systems that involve cameras, lighting, fixtures, custom user interfaces, training and database integration. We can repeat this process for every machine vision application on your floor.



## Traceability

We have managed a number of traceability projects including: cloud-based applications that can track production on your shop floor, barcode scanner integration, installing PC-based work stations, label printer installation, mobile computer installation, database integration, reporting, and end user training. If you want to improve how you track your production, we can help!



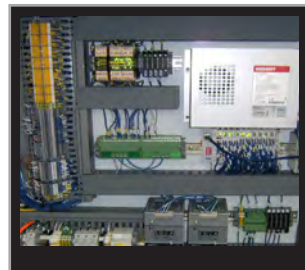
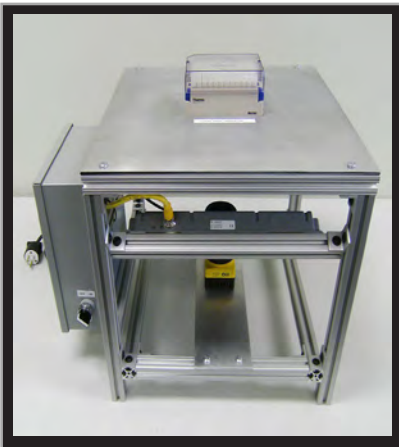




# Hardware Design and Services

The last thing that people think about in a project is the enclosure to house the interface hardware, the mounting required to hold a scanner or printer in the right place or the fixturing needed to hold the part. Over the years we have acquired the tools and honed the skills needed to build these custom items that are necessary to make the project work.

We have built hardware for a variety of projects from machine vision to barcode reading and even the installation of wireless access points. Contact us today to see how we can help with your automation project!



Knowledgeable Engineering Services Team



Ability to design and fabricate custom hardware



We install to make sure every component is correct

## Machine Vision Projects

Machine Vision usually requires an enclosure with a fixture to hold the part. The enclosure is where the camera and lighting are mounted and is also needed to shield the inspection process from ambient light.

## Conveyor Line Scan

Conveyor line scanning projects require mounting hardware to hold the bar code scanners and lighting in the right place to read the bar codes. Sometimes this is a six-sided scanning project with cameras and lights all over the place.

Unless you want a mess of cabling, you need a neat and orderly panel build to house the interface hardware, cables, industrial PC, alarms and indicators to name a few.

## Wireless Access Points

Wireless access points can sometimes disappear into the ceiling when it is 30 or 40 feet up. Also, when troubleshooting, it can be challenging to know which access point is which. Because of this, EMP developed a mounting system that includes a solid plastic back plate, bright yellow identification labels, mounting hardware and safety straps. Now access points are easy to spot and easily identifiable.



# EMP Services

Over the years we have built our service offerings for customers based on request for different types and levels of service. Starting with Onsite Printer Maintenance, then Depot Printer Maintenance, then onsite support of mobile computers and wireless networks.

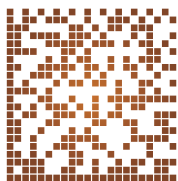
As we complete projects for customers that involve programming, project management, building hardware for fixtures and panels, we have added those to our services portfolio as well. With the Android Evolution fully upon us and cloud-based Mobile Device Management (MDM) tools being the norm, we have begun offering remote support for mobile computers using the cloud-based MDM to help our customers push updates, track the health of devices and even support end users.

The last piece of this puzzle is the comprehensive plan that has EMP coming onsite to service label printers and using remote tools to support hand held computers.



Are we missing something?

No problem, any type of service or support arrangement can be accommodated, this is not a one size fits all! Contact us today to see how the EMP Team can help keep your mobile computer and label printing products running at their best!



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