



# SERVICES



Optical Phusion, Inc. (OPI)  
305 Foster Street Littleton, MA 01460  
Phone 978.393.5900 · [www.opticalphusion.com](http://www.opticalphusion.com)



# OPI MOBILITY SERVICES

On a daily basis, companies that have implemented mobile and wireless solutions are being rewarded with more satisfied customers, greater in-store efficiency, less cost and more profitability. If you're ready for a wireless solution in your enterprise, contact OPI Mobility Services. We make it easy.

With OPI as your partner, you'll have access to a full range of solutions that deliver major productivity enhancements through bar code/RFID scanning, mobile computing and wireless technologies. From large enterprises to small-scale operations, OPI Mobility Services is your single source for end-to-end retail and supply chain implementations.

## SERVICES OVERVIEW

Implementing a mobile or wireless solution of any size is challenging with multiple vendors and many complex components. But when you partner with OPI, your implementation is hassle-free. Our Managed Services capability takes you step-by-step through the process.

### PRE-DEPLOYMENT.

To get you started, OPI assigns an experienced Account Manager to help determine the technology that works best for you. From there, we'll develop a plan based around your hardware of choice, winding up with a robust, easy-to-deploy, serviceable solution.

Here are the issues that we will address:

- Your Mobile Solution and Product Delivery –Rollout Services
- Handheld Scanner Device Implementation
- Gold Image Creation
- Staging
- System Integration
- Solution Commissioning and Deployment
- Roll-Out Hotline
- Project Management
- Management Reporting
- Mobile Application Development

### DEPLOYMENT.

OPI provides mobile device "Staging and Kitting," which includes a detailed strategy and execution plan for mobile device integration and rollout for your business. The service offers user account setup, application loading, QA operational testing, and end-to-end project management through receipt of a ready-to-use device by an end user.

OPI's areas of expertise:

- Wireless Architecture and Implementation
- Wireless LAN Installations
- Site Surveys
- Wiring Installations
- AP Configuration and Installation
- RF Coverage Assurance
- Remote Support and Monitoring of Deployed Devices
- Management Reports are generated defining troubled areas or devices



## PROJECT MANAGEMENT.

The foundation for our Project Management is a commitment to deliver measurable results with quality assurance. In one sense, quality assurance completes the cycle that started with the adoption of our Product Life Cycle. Performance, On-Time Delivery and Quality is what we deliver with our Project Management services. We do this by requiring weekly and monthly reporting, regular audits, and peer level reviews of project status. Audits and peer level reviews are held on both a formal schedule and an as-needed basis.

The OPI Project Management processes falls into five groups:

Initiating  
Planning  
Executing

Monitoring and Controlling  
Closing



## POST-DEPLOYMENT SUPPORT.

As an OPI depot customer you'll also have access to our Service Portal. If your device needs repair, we handle all of the administrative tasks for issuing an RMA, tracking your device through the entire repair process and providing a replacement device when required. We offer 3 options to enter an RMA, a customer specific toll free number for your associates to call, a simple portal for generating an RMA or email RMA request.

Here's what we will offer in this critical stage:

**Device Support.** Rolling out a mobility solution is only part of the challenge. Device support is a logical extension of the project. OPI offers call center services that can significantly offload support and responsibility from your company's IT staff.

**OPI Comprehensive Depot Service.** Our depot service covers normal wear and tear, accidental breakage, all materials, parts and labor. We offer a 3 day turnaround time for the repair.

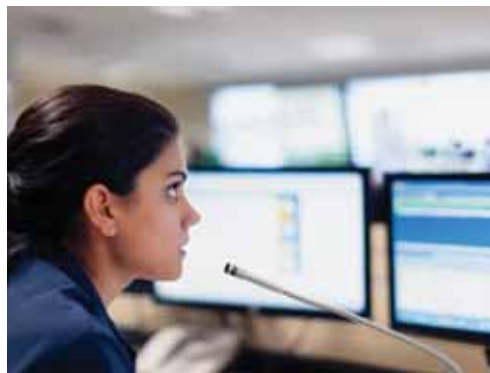
**Advance Exchange.** If you require quick replacement of equipment, our spares pool management can also be combined with OPI's advance exchange service. With one call or web click, we send your replacement out immediately and ready for the return with all courier services looked after.

**Device Recycling.** OPI offers your business an environmentally safe way to recycle and replace older or no longer usable devices.

## HOSTED SERVICES.

OPI's Services can also extend to a range of hosting options at the customer's request. These may include:

- Hosted services for mobile device management
- Hosted services for software solutions
- Guaranteed uptime on hosted environments
- HIPAA and PCI Compliant environments



# THE OPI DIFFERENCE

Here's why it pays to partner with OPI Mobility Services, a world-class provider of mobile and wireless solutions:



## expertise.

OPI has a proven record of success implementing both large store rollouts and smaller scale operations that result in profit boosting returns-on-investment.



## enterprise focused.

OPI is well known for providing a range of complex Loss Prevention, Retail, Kiosk, RFID and Wireless systems for Tier One customers in retail, banking, manufacturing distribution and warehousing.



## supply chain.

Supply chain implementation is a major focus with OPI, especially in general merchandise, grocery and apparel.



## scalability.

Our solutions are scalable to your needs. From a small 50-unit implementation to a 50,000-unit enterprise operation, OPI will meet and exceed your expectations.

## About **Optical Phusion, Inc.**



Optical Phusion, Inc. (OPI) is an enterprise mobility integration company that helps customers manage the entire lifecycle of wireless technology projects with application-based solutions for a range of markets specializing in retail, supply chain and field sales organizations. Its mobile device management solution supports a broad range of kiosk and enterprise mobile assets. For retailers, OPI has implemented a variety of RFID-based systems for loss prevention, mobile device security and mobility asset management that lead to faster delivery of products, reduced total cost of ownership (TCO) and greater return on investment (ROI).



Optical Phusion, Inc. (OPI)  
305 Foster Street Littleton, MA 01460

Phone 978.393.5900

[www.opticalphusion.com](http://www.opticalphusion.com)