



spirit[®]
DATA CAPTURE LTD

Everything you need for your mobile enterprise

A complete software, hardware and managed service solution for mobile workers

Spirit Data Capture Limited is an enterprise mobility company.

- We have an in-depth knowledge of the latest wireless and mobile computing technologies
- These will help to boost the efficiency, productivity and profitability of your mobile workers.
- Our solutions will give your workers instant access to critical business information - how, where and when they need it.

We provide everything you need for a mobility enterprise solution – from the initial planning and design through to deployment and complete after-sales support (including a managed helpdesk). This includes (for instance) mobile software application development, hosted services, mobile device selection and management, wireless network implementations and comprehensive service and maintenance. Our experienced consultants will work alongside you from the start so that they fully understand your mobility requirements.

Our client base includes many leading organisations in a wide array of industry, commerce and government sectors.

A real difference

Here are just a few examples of how a mobility enterprise could help your organisation:

- **Transform your business** – and deliver tangible results that will increase your efficiency and the cost-effectiveness of your solution
- **Make significant savings** – and enjoy a rapid return on investment and a low total cost of ownership
- **Solve key business issues** – and streamline your business-critical applications

A three-pronged approach

We are committed to helping you to explore the full benefits – and the future potential – of an effective mobility enterprise solution. Our professional team will work alongside you, guiding and advising you at every stage of the process, from concept to completion and beyond.

The three pillars of our service are **software, hardware and managed services.**



software

Sophisticated software will differentiate your products from those of your competitors. It will also ensure that your data capture applications and processes are as streamlined, effective and efficient as possible – leading to increased productivity and profitability

We offer our own specialist software solutions, integrated with the best third party offerings.

Our flagship software solution is **Mobile Connect™**.

Versatile and scalable

Mobile Connect is a highly scalable Mobility Enterprise Application Platform (MEAP) for businesses of all sizes. It's very versatile – it's device-agnostic and supports both consumer and rugged mobile computers running android or iOS operating systems. It's therefore ideal for Bring Your Own (BYOD) situations. You can also change devices whenever needed.

The platform can be easily extended, enabling it to grow as your business grows. It can be used as a standalone solution or hosted on a dedicated physical or virtual server, and can be customised to meet your specific needs.

Efficient and effective

This feature-rich software platform is designed to enable you to:

- **Deploy a wide range of mobile applications quickly and easily**
- **Streamline your processes and optimise the efficiency of your mobile workers**
- **Save time and money whilst boosting productivity**

Mobile Connect's ability to deploy and support applications to remote devices enables us to offer a complete end-to-end support solution for your end users and devices.

A wealth of applications

Mobile Connect is fast and flexible and can be used for any mobile application in any part of a business. It offers a very low total cost of ownership and a high return on investment. It enables employees to have access to key business information, whenever and wherever they need it the most.

This powerful platform will keep you in touch with your field and remote workers whilst enabling them to access the data they need. It can be used for a wide array of field service applications – from route management, task scheduling / management and service order assignment through to issuing invoices, warranty repair and customer signature capture.

For instance, it can be used for tracking delivery vehicles; carrying out analyses of customer assets; or receiving feedback from mobile workers. Other examples range from inventory and warehouse management, field inspection and environmental protection through to hospital patient tracking, truancy monitoring, meter reading and much, much more! Furthermore, Mobile Connect™ is fully supported throughout its lifecycle.





software

The different elements

Here are the four key components of the Mobile Connect solution:

1. **Mobile Connect Server.** An intermediary between the mobile app and the back-end systems.
2. **Mobile Connect Web Dashboard.** An intuitive interface that allows the system configuration and administration of Mobile Connect.
3. **Mobile Connect Client.** The app that's installed on the mobile device.
4. **Mobile Connect Back Office.** Our software platform can integrate seamlessly with a range of back-end solutions.

Key features

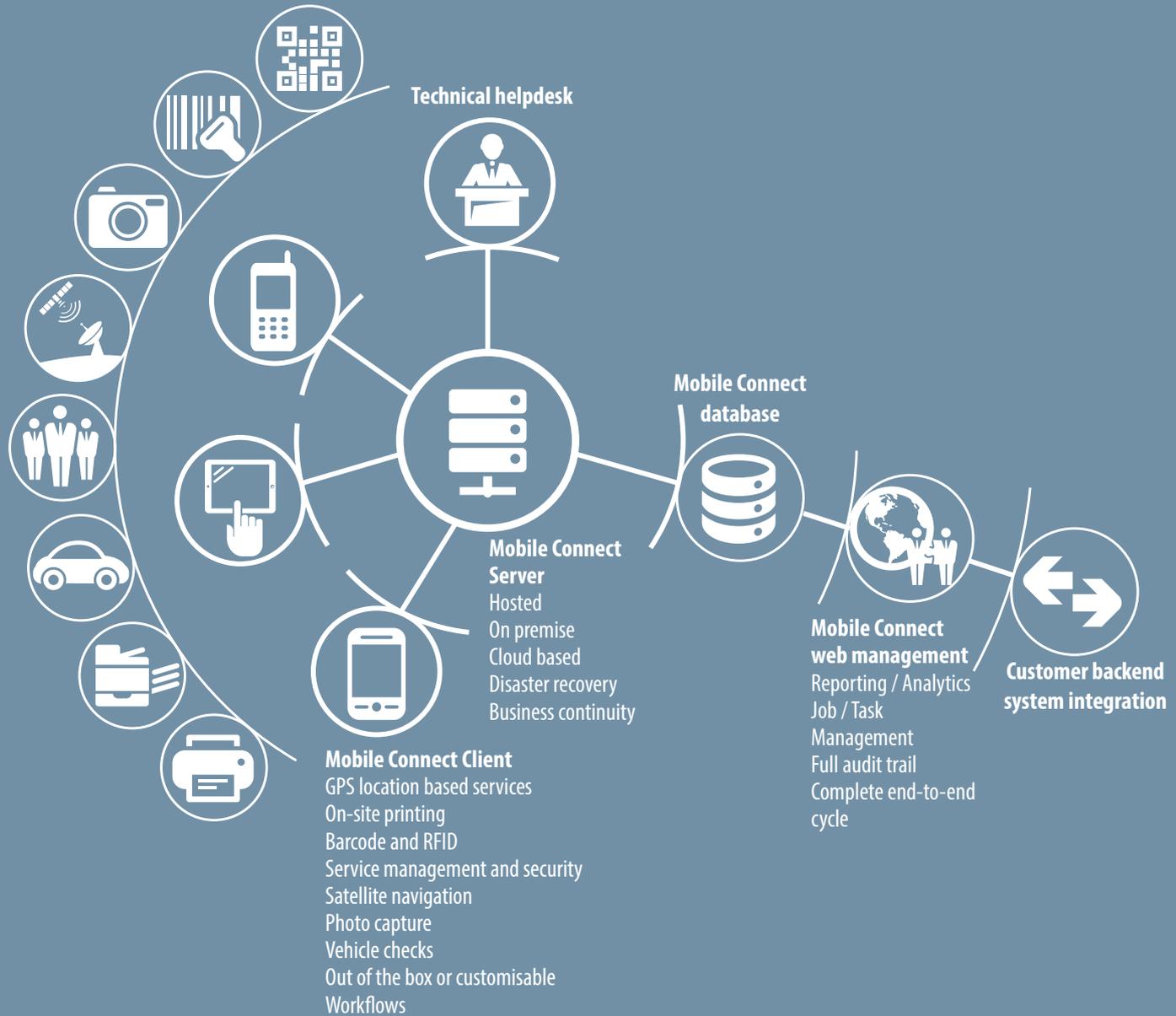
These include data, system and solution management, security and connectivity, as well as the following:

- **Cloud deployment** – including seamless integration with mobile device management packages. Mobile Connect is available in both public and private clouds.
- **Data protection** – to ensure that the integrity of your data is always maintained and protected.
- **Data integration** – the easy and scalable integration of data capture into your mobile apps.
- **Enhanced communication** – between mobile workers in the field and the back office.
- **Hardware support** – Mobile Connect supports the hardware that you will need both now and in the future.

Key benefits

Mobile Connect™ is future-proof and supports the latest data capture and communication technologies. Its key benefits include:

- Greater productivity** – through faster and more accurate information exchange
 - Increased time and cost savings** – through a common mobile platform, better reporting time management and streamlined, paperless processes
 - A future-proof system** – to meet changing needs, you can upgrade your devices, migrate to different business systems and change your business processes
 - Higher levels of customer service** – due to first-time rapid problem resolution
 - Improved decision making** – through back-end traceability and full, real-time reporting
 - Increased security** – Mobile Connect includes sophisticated user, server and data security
 - Enhanced financial control** - from shorter billing cycles.
- Ultimately, Mobile Connect™ offers a very low total cost of ownership and a high return on investment.**



hardware

Mobile computing hardware must be high quality, accurate, rugged and reliable. As an independent consultancy, we can source the latest hardware from a wide range of leading suppliers, including Motorola, Honeywell, Soti, Intermec, Getac, Gotive, Xplore, Psion, Zebra and many others. We supply a host of products, including (but not limited to):

- Rugged PDAs
- Rugged tablet PCs
- Barcode scanners and linear imagers (corded and cordless)
- Barcode verifiers
- RFID terminals
- Printers (mobile, desktop and industrial)
- Wireless infrastructure

Meeting your needs

Every organisation has different requirements. Our professionals will ensure that they have a clear understanding of your business needs, so that they can recommend the best possible solutions. Whatever your needs, we will help you to find the enterprise mobility solution that's right for you. If appropriate, we can also provide you with demonstration devices so that you can 'try before you buy'.

If you already have an enterprise mobility solution, we can carry out a comprehensive review of every element of this, so that we can recommend any improvements that could make it more efficient, more reliable and more cost-effective. We also offer a trade-in scheme for your old mobile computer or data capture assets against the cost of your new hardware. Finally, we will dispose of your old hardware safely.

Stay informed!

Our free technology guides provide more information about different aspects of the technology involved in a mobile enterprise:

- All about barcoding symbologies
- Technology trends forecast – mobile computing and data capture
- Buying a rugged handheld mobile computer
- Comparison charts – we publish a range of comparison charts on PDA, Tablets and scanners
- Guide to wireless communication

To keep in touch with the latest news and ideas, why not subscribe to our free email newsletter at www.spiritdatacapture.co.uk/newsletter.asp



ARGOX
Empower the Barcode

AUTOMATION
SOLUTION
PROVIDER
ASP
COGNEX

bec

brother
at your side

CASIO

CIPHER LAB

DATALOGIC
THE VISION IS YOURS

do
datamax • o'neil
right by our customers.

ecom
MOBILE SAFETY

Getac

gotive

Honeywell

InData Systems

Intermec

JANAM

MOTOROLA
SOLUTIONS

OPTICON

Panasonic
ideas for life

PIDION

PIDION
GOLD PARTNER

socket

SOTI

SUMO
Masters of Technology

TOSHIBA
Leading Innovation >>>

Trimble

unitech

XPLORE
TECHNOLOGIES

Zebra

managedservices

At Spirit, we're committed to providing our customers with choice, flexibility and value. In line with this policy, we've developed our unique range of Managed Services. In addition to the items detailed below, these include asset management capabilities; strict SLAs; full visibility of all issues; feature-rich automated reporting capabilities; and complete management of third parties and manufacturers.

The key features of our Managed Services are:

I. An end-to-end support package

This can be tailored to meet your specific needs. We offer four types of packages:

PLATINUM – Full Managed Service Support Contract

GOLD – Partial Managed Service Support Contract

SILVER – Standard Service Support Contract

BRONZE – For customers that have device management only



	Silver	Gold	Platinum
1. Single point of Contact		✓	✓
2. Email, phone and web based requests supported	✓	✓	✓
3. Web based customer portal requests and tracking	✓	✓	✓
4. Management of issues from logging through to resolution			✓
5. Automated Monthly Reporting	✓	✓	✓
6. Reporting of all support issues		✓	✓
7. Weekly support calls		✓	✓
8. Quarterly support reviews		✓	✓
9. Full RMA and Break Fix Management and Escalation	✓	✓	✓
10. Manage Manufacturer and Third Party SLAs		✓	✓
11. Remote Troubleshooting of issues via Mobi Control or other	*	*	*
12. End user support – answer phone calls and emails from end users	*	*	*
13. Documentation			✓
14. Triage of device and reported issue		✓	✓
15. Remote configuration of devices	*	*	*
16. Service Provisioning		✓	✓
17. Create build documents	*	*	*
18. Asset Management via Mobi Control (if available)		✓	✓
19. Buffer stock management			✓
20. Site Visits*	*	*	*
21. Onsite consultancy*	*	*	*
22. Onsite Training*	*	*	*
23. Next day delivery of a fully configured replacement device*	*	*	*
24. Technical Courier	*	*	*
25. Equipment end-of-life management and planning		✓	✓

	Silver	Gold	Platinum
26. Incident management		✓	✓
27. Root cause analysis			✓
28. Trend analysis		✓	✓
29. Performance Reporting		✓	✓
30. SLA Management	*	*	*
31. Data Housekeeping			✓
32. Deployment and Project Management		✓	✓
33. Remote management software utilised by Spirit (if available)			✓
34. Provisioning		✓	✓
35. Contract renewal information	✓	✓	✓
36. Hosted Server Management	H	H	H
37. Server maintenance and health checks	H	H	H
38. Remote Management software upgrades and updates*	*	*	*
39. Server housekeeping	H	H	H
40. Server database backups for an agreed retention period	H	H	H
41. Quarterly Server Preventative Maintenance reviews	H	H	H
42. Disaster Recovery and Business Continuity Planning advice		✓	✓
43. System & Software feature change requests	*	*	*
44. Create configuration builds and packages	*	*	*
45. Remote software deployment	*	*	*
46. Change control management and advice		✓	✓
47. Version control / release management			✓
48. In and Out of Hours Software Deployment and Project Management		✓	✓
49. Data Housekeeping			✓
50. Remote management software utilised by Spirit (if available)			✓

* = Can be added at any time as a chargeable option
H = Hosted environments only

managedservices

2. A highly personalised service offering

Every customer has different requirements and different mobility solutions. Our tailoring options allow you to have an out-of-the-box or bespoke service offering that will meet the needs of your business and provide comprehensive support, covering every aspect of your mobility solution. This ranges from training, provisioning and installation through to full end-user support.

3. Access to highly trained experts

Our Fully Managed Service Team are skilled professionals who will provide end-to-end support for your solutions, including quarterly service reviews. We have also developed a range of Managed Service Bundles, including hardware and (where applicable) software; the support contract; the manufacturer's bronze warranty; and a host of other services.

In addition, we provide a range of Customer Care Services to help and guide you with the use and management of your mobile solution. These have been designed to:

- Ensure that the implementation of your solution runs as smoothly as possible
- Provide you with all the support you need, throughout your solution's lifecycle
- Ensure that you gain maximum benefit from your investment

For instance:

- We can help you to produce a business case and RoI for mobile solutions
- Our solution design incorporates the latest technologies and best practices
- We ensure that solutions are delivered on time and to budget

Here are just a few of the benefits:

- We help to make business continuity more affordable for smaller organisations
- Our instant support, repairs and replacement minimise time lost in the field
- We ensure that your day-to-day operations run reliably, effectively and efficiently

With our help and expertise, your comprehensive mobility solution can be designed, implemented and deployed as quickly and efficiently as possible.

For further details of our services and solutions, or anything mentioned in this brochure, please visit our website at www.spiritdatacapture.co.uk.

A COMPLETE SOLUTION FOR ALL YOUR DATA CAPTURE NEEDS – THAT'S THE SPIRIT!

A complete solution for all your data capture needs – that's the Spirit!



ourcustomers





University Hospitals
Coventry and Warwickshire
NHS
NHS Trust

United Lincolnshire Hospitals
NHS
NHS Trust



Cheshire West
and Chester

Sir y Fflint
Flintshire
COUNTY COUNCIL

Barking, Havering and
Redbridge Hospitals
NHS
NHS Trust

Chelsea and Westminster Hospital
NHS
NHS Foundation Trust



CONWY
COUNCIL MANAGED BY
CONWY BOROUGH COUNCIL

LUTON

Newcastle
City Council

East Kent Hospitals University
NHS
NHS Foundation Trust

Tameside Hospital
NHS
NHS Foundation Trust



Sunderland
City Council



The Royal Liverpool and
Broadgreen University Hospitals
NHS
NHS Trust

University Hospital of
North Staffordshire
NHS
NHS Trust

Tameside
Metropolitan Borough
"An excellent council"



drs
Your data is in safe hands

Yusen Logistics

IFS
Global Logistics



e.on

United
Utilities

BORD GÁIS

Tuffnells
Parcels Express

EXPRESS
Velocity in Express

JBT

Energy
Independent
Consumers

South Staffs Water

Airtricity
energy made better

Integrated water services
IWS

LOOMIS

INTER CITY
EXPRESS

LIFELINE
National Emergency ED

hbc
VEHICLE SERVICES

SOUTH WEST WATER

Guernsey
Electricity

vennys
Working for
Thames Water

northern ireland
water

OBAN
EXPRESS

Stapletons
Tyre Services

Concorde
Technology Logistics

NORTHUMBRIAN
WATER

xylem
Let's Solve Water



CSols
laboratory systems integrators

verdant

Biffa

KEEP
BRITAIN
TIDY

MAY GURNEY

VEOLIA
ENVIRONMENTAL
SERVICES

Spirit specialises in delivering innovative and cost effective business mobility solutions across many industries.

If you would like further advice, please contact us now on 01928 718800.

email: helen.jones@spiritdatacapture.co.uk
www.spiritdatacapture.co.uk

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