

# Master field service management

## Equip your service technicians with top-of-the line tech

Your customers expect nothing less than uninterrupted service, which makes working with properly equipped field technicians critical for market success. OCR Canada simplifies field management with applications that make work orders, not just easier to complete, but easier to monitor from start to finish, and even after the job's done. Empower your field service techs with tools designed to elevate operations from the plant to the field, and the many miles in between.

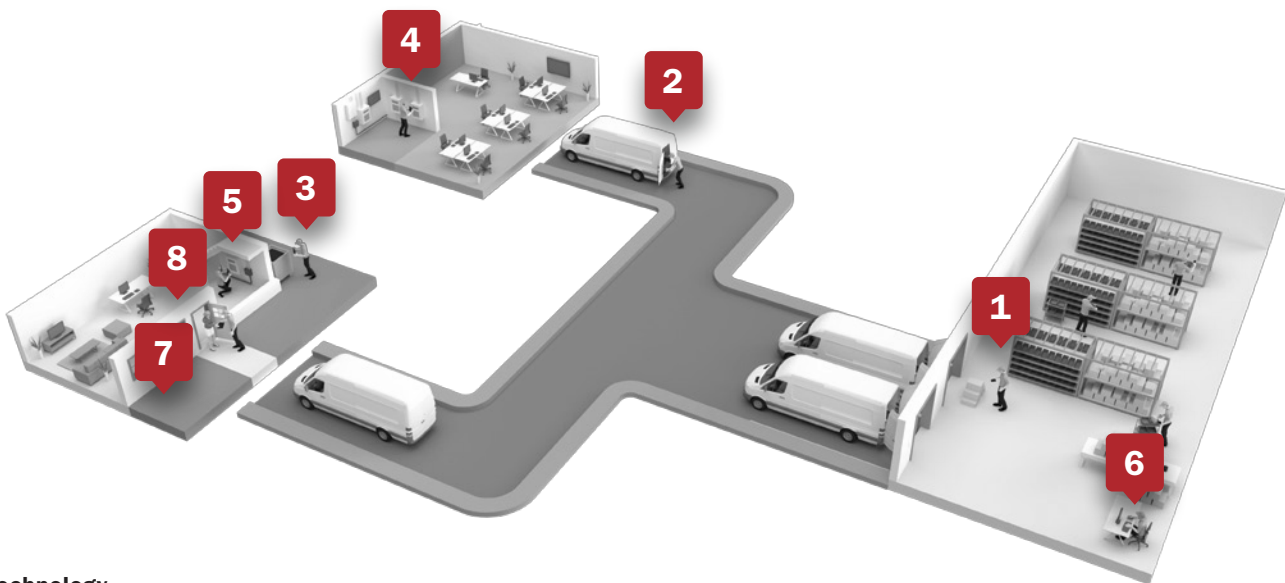
### Keep clients up and running

- Ramp up asset visibility with RFID tracking
- Streamline inventory management with wearable devices
- Troubleshoot remotely with augmented reality tech
- Track drivers with GPS-enabled solutions
- Transform manual forms into automated documents
- Gain universal mobile device management and support

OCR Canada has partnered with tech's biggest brands enabling you to replace tedious, paper-based systems with speedy, interconnected solutions. Surround your team with services and applications that streamline workflows and make customer satisfaction an everyday occurrence.

### Drive productivity and profits with industry leading solutions

Optimize your operation. Maximize profit margins.



#### Technology

- Mobile Computers/Tablets
- Printers
- Scanners
- Payment Devices
- Labels / Consumables
- Augmented Reality

**1 Inventory Management**  
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**2 Route Optimization**  
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**3 Work Order/  
Checklist Automation**  
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**4 Initial Examination/  
Assessment**  
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**5 Troubleshooting/  
Escalation & Support**  
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**6 Parts Ordering**  
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**7 Proof of Completion/  
Signature Capture**  
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**8 Mobile Point of Sale**  
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## OCR Canada: A Fully Managed Turnkey Solution

Deliver seamless service from the plant to the field

### Experience OCR Canada

- **Compute on the go**—easily log data and run diagnostics with versatile, signature capture enabled mobile computers
- **Share the load**—leverage best-in-class IT services and solutions to expertly manage all apps and devices
- **Optimize routes**—using cutting-edge GPS software to maintain visibility on drivers and assets
- **Integrate effortlessly**—fully align all apps and solutions onto any preferred mobile carrier network
- **Ensure inventory accuracy**—track, trace and, verify inventory in the field with RFID technology and handheld devices

## Design. Deploy. Support.

As a global provider, OCR Canada grants you instant access to an entire suite of intuitive technician tools and services designed to amplify profitability, agility, and customer satisfaction. Tailor-made for on-time, on-budget, large-scale deployments, our end-to-end services and solutions are reliable, customizable, and backed by some of tech's biggest players.



### Solution Design/Implementation

Implement comprehensive project management, mobile technology support and onsite setup, installation and replacement of technology



### Device Support & Management

Leverage secure and detailed staging, kitting and carrier activation, device management services, plus Overnight Spare Pool, Repair and Manufacturer RMA services to keep critical business running nonstop



### Device-as-a-Service

Enable a predictable OPEX model by bundling innovative devices with a variety of services and software



### Asset Management

Access our industry-leading online portal to easily view, report and even purchase the right equipment for your business

### Turbo charge your team with seamless end-to-end solutions

Revolutionizing inventory control with RFID technology that doesn't just track, trace, and verify inventory—but helps you manage risks too. And once onsite, empower technicians with devices that make it easy to troubleshoot, validate project completion, and track job-time. See for yourself how these fully managed turnkey solutions are simplifying field management and elevating customer service.

**Leverage our team's expertise —  
request your free consultation today.**



XPAD L10

## Rugged, reliable mobile computing

Stay powered for more than 24 hours. Leverage Zebra's durable, mountable, long-lasting L10 tablet to help workers run diagnostics, capture customer information, accept payments, and contact home base all from one dynamic device.



### Telecom Expense Management (TEM)

Control costs and enable workflow request processes by proficiently managing your wireless, voice, and data environment



### Software Solutions

Utilize onsite consulting and integration support, including custom software development, to ensure best practices are implemented at all times



### End-User Services to Augment Staff

Ensure end-users remain up-to-speed with training solutions and 24x7 Help Desk support for hardware and software