



A good ID
should
always be
supported

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[WWW.ZETES.COM](http://www.zetes.com) | **ALWAYS A GOOD ID**

BELGIUM | CÔTE D'IVOIRE | FRANCE | GERMANY | IRELAND | ISRAEL | ITALY | NORDIC COUNTRIES | PORTUGAL | SPAIN | SWITZERLAND | THE NETHERLANDS | UNITED KINGDOM

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CUSTOMER SERVICE & SUPPORT
CONSULTATIVE APPROACH. FLEXIBLE OPTIONS.



Unique

CONSULTATIVE APPROACH

- Expert service
- International network
- Single point of contact
- Consistency and predictability in small and large projects

Taking a consultative approach to service and support

Automatic identification and data capture solutions are mission-critical components in your operations. Ensuring business continuity brings about important benefits in terms of productivity, efficiency, total cost of ownership (TCO), etc. To help you protect your Auto-ID investment and make sure you get the best out of it, Zetes has developed a flexible Customer Service & Support programme in which we offer the widest possible array of support and maintenance options.

As a pan-European organisation which prides itself on technical excellence in Auto-ID, we deliver service and support according to our proven solution focused philosophy. Taking a unique, consultative approach, we work with customers to tailor a service package from our extensive menus according to their exact requirements. Whether your need is for basic return to depot hardware maintenance or full solution managed services, you can count on our relentless pursuit of excellence and achievement of the highest performance standards.

An industry expert at your service...

Choosing for Zetes means choosing for 25 years of experience in developing and supporting Auto-ID solutions. Constantly looking for innovation and improvement, we work with both mature and emerging technologies, such as RFID, Voice, Print&Apply, Barcoding, Wireless, etc. Via a support plan that is tailored to your specific needs, you will benefit from best practices accumulated in many projects and in a variety of industries.

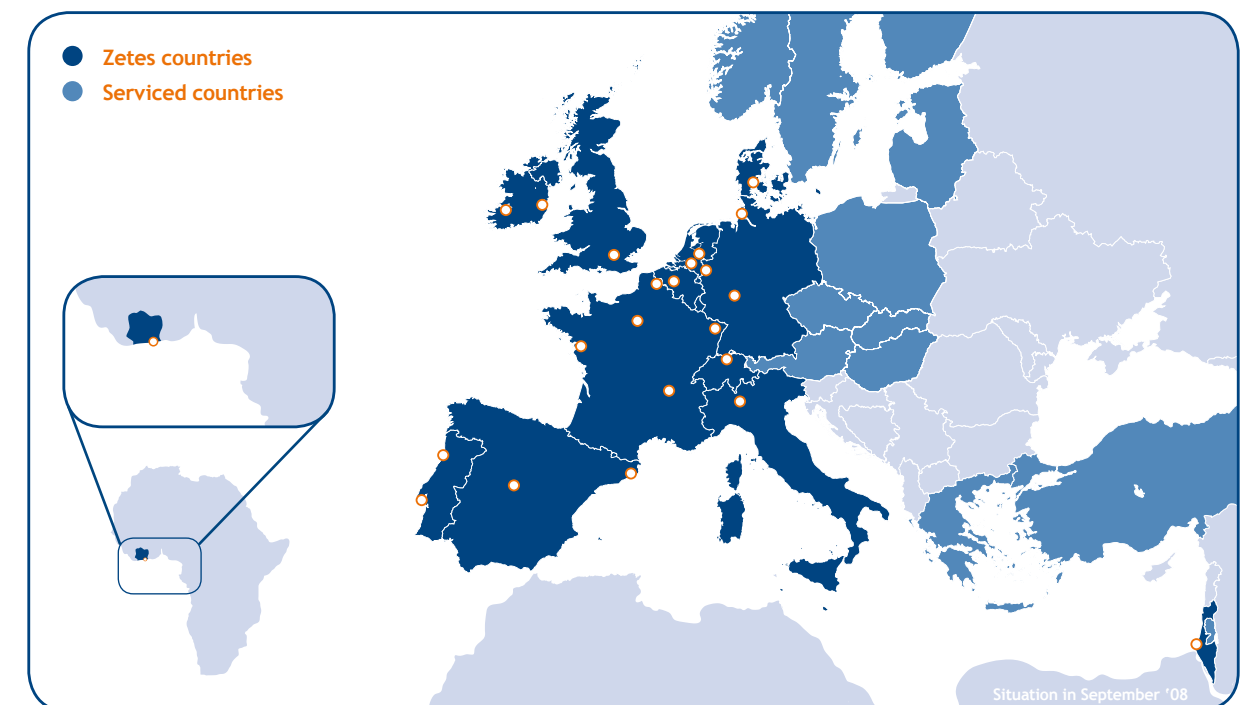
... through a network of specialists

Choosing for Zetes means also choosing for the service of a unique network of specialists. You can rely on our Technical support Teams, who have the full backing of local in-house professional services, development teams of business consultants, solution architects, software developers, DBA's, etc. They also work closely together with the international Zetes Competence Centres, corporate expert teams dedicated to specific technologies, and with the development teams of our technical partners. This network of experts is at your service to offer you swift and reliable maintenance and support, wherever you are, whoever you are.

A service plan spanning many countries

With its international presence Zetes holds a unique position in the Auto-ID market. Through a network of more than 20 offices in EMEA and strong partnerships with leading Auto-ID providers in areas where we are not yet physically present, we offer a consistency in service definitions and service levels that is hard to match. Both local and international customers benefit from this strong international coverage in terms of:

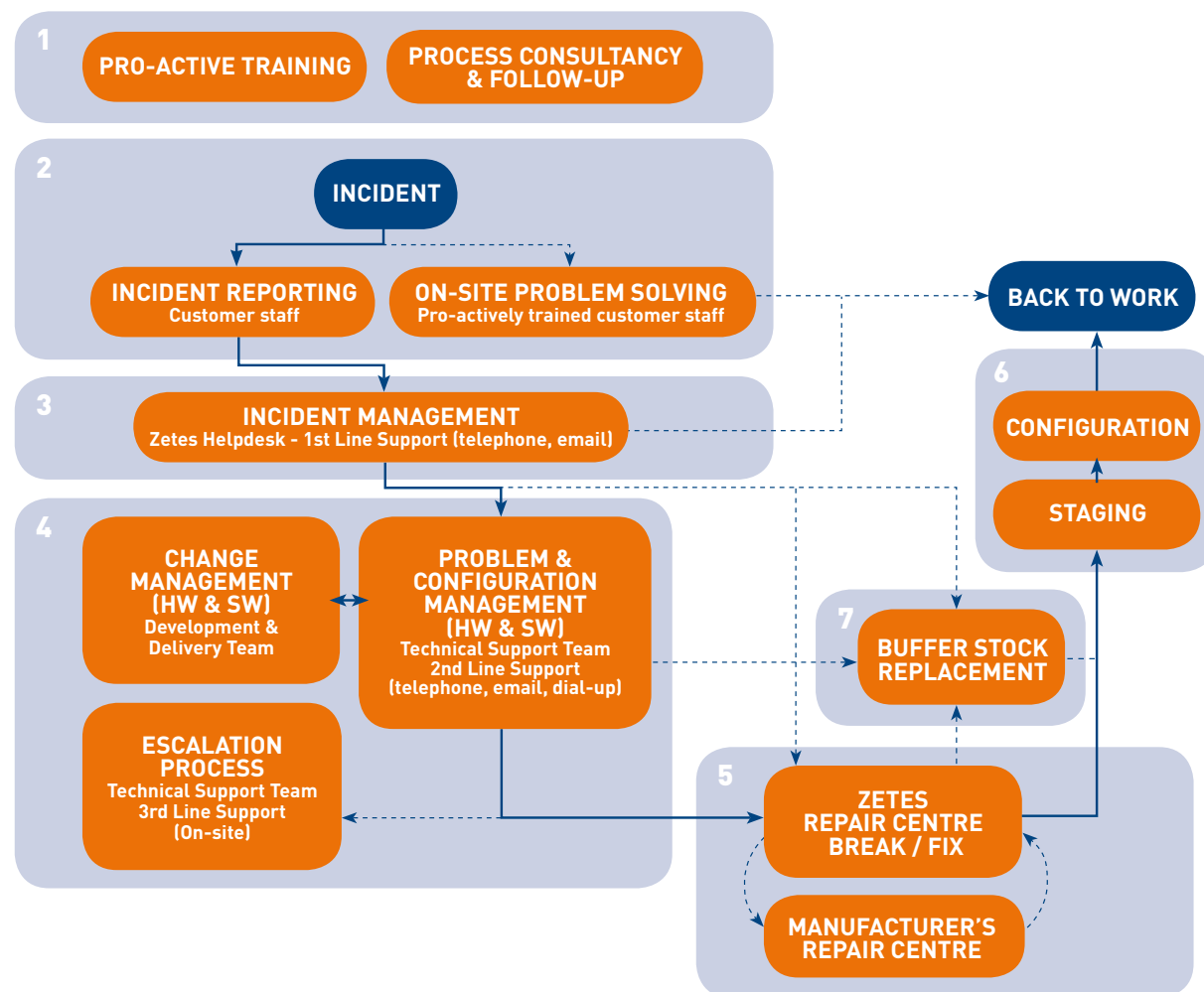
- fast service thanks to local presence
- single point of contact, even in large international projects
- consistent, transparent reporting
- improved visibility and control of project costs
- faster learning curves through close collaboration and information exchange between local teams and international Competence Centres



Flexible

SERVICE AND SUPPORT OPTIONS FOR MAXIMUM AVAILABILITY

- Maximum availability
- Minimum back to work times
- Easy coordination in multi-vendor support
- More peace of mind



A flexible procedure ensuring optimal availability for each customer

Zetes prides itself in offering its customers an A to Z service that surpasses the typical standard break/fix agreements and covers both software and hardware. At the heart of our customer service is a structured approach that ensures consistency and predictability in each project. Many options are available to tailor the Service Level Agreements to the specific needs of each customer, all with the aim of helping both small and large companies to achieve maximum uptime and minimum back to work times.

1-2. Training, Process Consultancy & Follow-up, Incident Reporting

Thanks to our pro-active training, process consultancy and follow-up, customers know better how to handle hardware and software and how to avoid issues. This avoids time being lost in unnecessarily consulting helpdesks and keeps uptime at a maximum.

3. Incident Management

If nonetheless an incident occurs that needs professional assistance, the Zetes helpdesk is readily available (24/7 if required, depending on the contract). Our highly trained staff treats every call or mail individually. Asking the right questions, they will assist in getting you up to speed again or decide to escalate the problem to the Technical Support Team or Repair Centre if required.

4. Problem & Configuration Management

If the issue is more complex, our technical support teams are ready to intervene and go on-site should the situation require it. In specific circumstances, the software or hardware can be modified.

5. Repair Centres

Zetes operates as a qualified repair centre for many hardware vendor partners. Our own internal industry qualified specialists fix and configure broken material, a service which allows shortening turn-around times significantly. Working back-to-back with these partners, material will be sent to their own repair centres if required.

6. Staging & Configuration

All material that goes back to the customer is staged, configured and tested by Zetes qualified staff. As we are implicated in your project from the start, we know as no one else the specific requirements regarding your project. This allows us to provide you with equipment that is fully operational from the moment it arrives at your company.

7. Buffer Stock: maximise your uptime

If your material needs repair and needs to be sent to the Repair Centre you can choose to receive immediate replacements from our buffer-stocked workshops. The industry qualified specialists of these internal workshops configure both new and repaired equipment, and deliver products which are immediately ready for use on arrival at the customer's site. This way no time is lost in repair as you can get back to work immediately.



“Zetes software and hardware form a key part of our Home Delivery Service which means we rely on them for round the clock system support. They have always delivered an excellent service and we particularly value their flexible, can-do approach.”

Don Marshall
Deputy Customer Distribution
Manager DS West, IKEA

A one-stop-shop for hardware & software

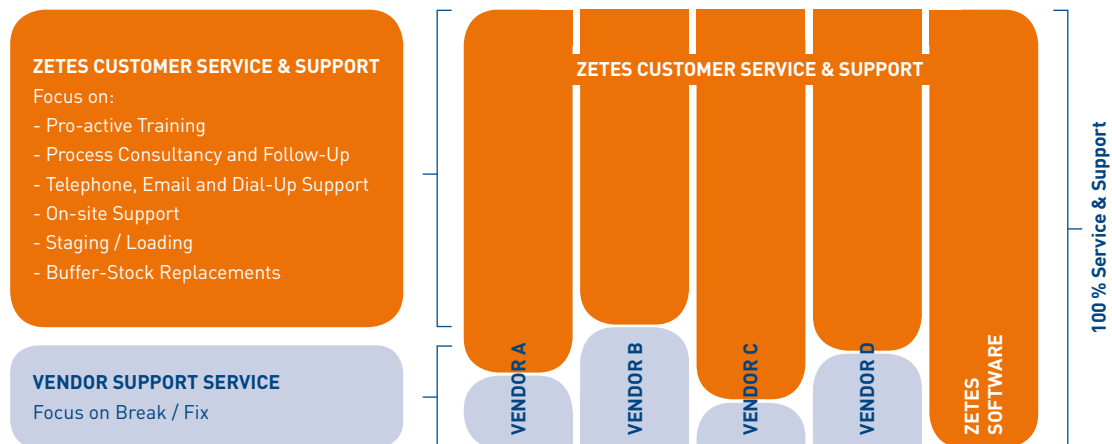
If you are using software and hardware of various vendors, arranging maintenance and support can easily become a complex task. Numerous points of contact complicate the coordination, reduce the transparency and increase the level of administrative work involved. Zetes facilitates this process significantly. We offer you a single point of contact for many vendors, working back to back with a wide range of manufacturers. At all times, Zetes works closely with either the OEM or the approved service partner, to deliver the highest quality service using original parts and recognised processes.

Our reputation spans the widest range of industry partners:

- Motorola Premier Solution Partner
- Zebra Premier Partner
- Vocollect Solution Provider
- Intermec Honours Premier Partner & Pan-EMEA RFID Authorised
- Datamax Pan-European System Integration Partner
- IND “Authorised Repair Centre”
- MD “Authorised Repair Centre”



Maximum availability through Zetes' A to Z Service & Support



WHY ZETES' CUSTOMER SERVICE & SUPPORT?

Choosing for Zetes means choosing for a partner who supports you throughout the entire lifecycle of your Auto-ID investment, from pre-sales consultancy and analysis to post-sales maintenance and support. We believe that certainly in the post-sales services our in-depth industry knowledge and strong project involvement will help you make the difference in your market. Rely on our flexible offering of software and hardware services and benefit from maximum availability, transparent management and a guaranteed total service level, regardless of the vendor support programme you have chosen.

We focus on our core competencies, so that you can deliver on yours!