



The RedPrairie Advantage Team

Serving as Your
Trusted Resource for
Third-Party Solutions
and Services from
Planning and Design
to Deployment and
Support

Reduce Risk, Save Costs & Improve Performance with The RedPrairie Advantage Team

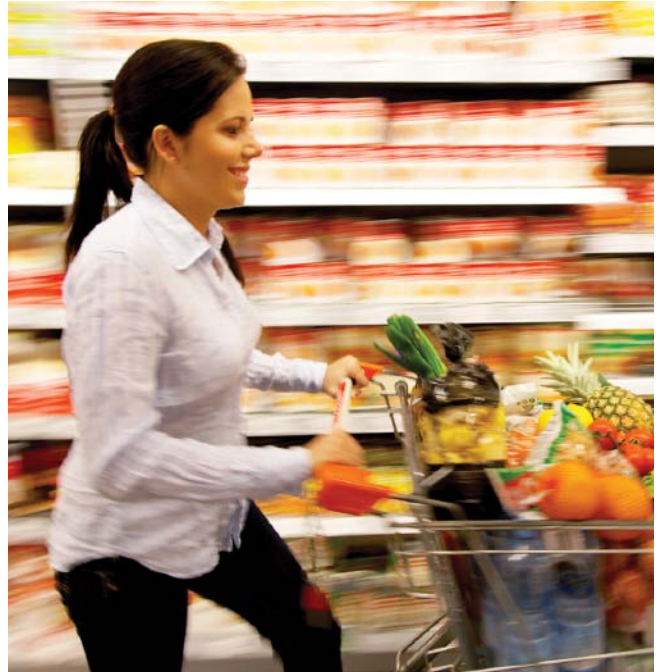
To achieve peak performance, RedPrairie Customers frequently license third-party software, hardware or services that are essential for a successful deployment. With no room for error or business disruption, our customers must choose third-party solutions that provide the same level of security, scalability, accuracy and flexibility as RedPrairie software. Yet with technology options constantly changing, it can be overwhelming to determine the third-party products that best fit their requirements and technical environment. Here's where the RedPrairie Advantage Team delivers unbeatable value.

Our RedPrairie Advantage team serves as a trusted resource to our customers for the full lifecycle of their RedPrairie engagement—from pre-contract signing to ongoing support. We have contracted with an extensive list of proven companies within the RedPrairie Partner Network (RPN). Together we can offer your company a range of solutions to optimize the performance of your RedPrairie software on our partners' products at the lowest total cost of ownership.

Delivering all the Benefits of One-Stop Shopping

Leave the research to us! The RedPrairie Advantage team stays on top of all the latest advances for the third-party hardware and software that work hand-in-hand with RedPrairie solutions. We can even provide you with a one-stop shopping experience for many third-party products so you can purchase or license products directly from RedPrairie plus benefit from our 24/7 support.

We'll answer every question and provide every detail on a wide variety of products, including: rugged handheld and RF data collection devices, voice-directed/mobility solutions, bar code and industrial printers, databases, desktops, servers, storage, enterprise solutions and more. For many of these products, we also offer services such as configuration consulting, technology assessments, network sizing, certification and on-site or remote support.



Gain a Competitive Advantage with Your RedPrairie Advantage Team

Count on the RedPrairie Advantage team for all the areas that matter most to your company:

Optimize Performance

We understand our software's unique capabilities and the latest third-party devices and technologies that are certified and integrated to work with our software. After carefully reviewing your operations and processes, we can advise you on the overall configuration that aligns best with your requirements. The result: your company benefits from a rapid implementation with reduced startup time, training and risk.

Lower Costs

With budgets being tightened, companies are scrutinizing every IT dollar and looking for ways to maximize every IT investment. Your company needs to know, for example, is it really worth the cost difference to upgrade to an advanced model or will the basic model meet your needs? We can guide you through this and other questions. Plus you can share in the RedPrairie Advantage team's buying power as we'll pass along incentives, discounts, and trade-ins for a lower total cost of ownership.

Reduce Risks

Five to eight years is the average lifecycle of the third-party devices that support our software's mission critical functions. Beyond that timeframe, you run the risk of productivity declines or frequent, costly repairs — especially if the device is no longer supported by the hardware manufacturer. We can help your team evaluate all the options and then plan for a timely upgrade to prevent costly disruptions to your operations.

Leverage Our Partner Network

The RedPrairie Advantage team makes it our business to know every RedPrairie product and capability from top to bottom plus stay on top of our partners' business. From every new version released and support program announced, we can advise your company on what each partner is offering and when it's available. By sharing our knowledge and recommendations, you can stay focused on your company's priorities and leave the details to us.

At Your Service with Extensive Technical Expertise and Support Offerings

In addition to reselling third-party products, the RedPrairie Advantage team includes a cadre of highly seasoned technical experts and engineers ready to help maximize your investment in RedPrairie and your third-party products. We'll stack the deck in favor of your end users by setting them up for the best possible experience. From on-site support during startup to ongoing remote support once your company is live, our engineers can make sure everything runs on plan. If an issue arises with any third-party software or hardware that we license to your company, our Advantage team will serve as second tier support to the RedPrairie Help Desk. Our technical experts will get your issue resolved and keep your productivity levels high.

The following is a list of our representative services:

On-site Revalidation for Hardware Installation

To ensure optimal performance, RedPrairie can validate that your hardware configuration meets our certification standards. We can also configure the server portion of the RF/voice/time clock setup to confirm that your new devices are brought to an application connection. For added assurance, we'll perform environment testing to measure response times using the devices on-site connecting to the host server. We can even train your team on configuration, troubleshooting and support.

Remote Configuration

Our hardware engineers can walk your team through the configuration of each model of certified devices that your company owns. If your company can provide remote access, our RedPrairie engineer will configure connection scripts for your RedPrairie software. If remote access is not available, we can offer this service over the phone to help ensure the devices seamlessly run your RedPrairie solution.

Post Configuration Phone Support

After your initial configuration, we can offer a variety of phone support contracts for added help and guidance. We find that our customers typically have questions related to the configuration or configuration of scripts on the server side. With phone support, we can help eliminate any issues that might slow down your progress.

Device Certification

To ensure our customers realize a surge in efficiency, our engineers take third-party devices through a certification process before we resell or support them. From testing of functionality and performance to confirming appropriate settings, our team makes certain that the third-party device works in concert with the RedPrairie software. If your company decides to use a device that is not already RedPrairie certified, we offer Device Certification services to help ensure that the device syncs up with the RedPrairie application.

Emergency Hardware On-site Services

Even with the best plans and project team, unexpected issues can arise. If your company experiences such a situation, we can send a RedPrairie engineer on-site to help. After carefully assessing the situation, our engineers have the know-how to quickly find the cause, troubleshoot any issues and resolve in a timely manner so you can get back to business.

On-site Voice Revalidation

With all of the productivity benefits that voice can enable, you'll want to get everything right the first time. Count on the RedPrairie experts to travel to your site and configure the devices and connect to your RedPrairie software. Our engineer will then educate users in charge of your voice system on how to configure the devices, train voice templates, manage new users and add devices into your RedPrairie software.

Device Go-Live Support

After your devices are installed and users have been trained, your team may have some additional questions on how to gain the most efficiency from this technology. A RedPrairie engineer can be on-site to support users during the go-live process and ensure that everything is in place to enable a successful startup.

Device Go-Live Phone Support

A RedPrairie engineer can be on-call during go-live to answer questions your users may have as they try out their devices. They may have technical questions related to the configuration of voice terminals, time clocks, scanners, or RF connections to the WMS. Whatever question they may have, expert help from RedPrairie is just a phone call away.



Device Staging

If you are placing a small order of devices or have limited IT support staff, our device staging services may be just what you need. We'll pre-load configurations onto your devices and then send the devices to your site ready-to-go. It's just that easy!

Hosting

RedPrairie customers are increasingly expressing interest in alternatives to traditional on-premise license deployments. We're responding to our customers' requests with a range of deployment options that offer reduced risk, lower upfront costs, worry-free rollouts and instant scalability. These options include outsourcing to a RedPrairie Hosting Center, on-demand Software as a Service and remote access management. Trust the RedPrairie Advantage team to guide your company to the best deployment option.

About RedPrairie

For more than 35 years, RedPrairie's best-of-breed supply chain, workforce, and all-channel retail solutions have put commerce in motion for the world's leading companies. Installed in over 60,000 customer sites across more than 50 countries, RedPrairie solutions adapt to help ensure visibility and collaboration between manufacturers, distributors, retailers, and consumers. RedPrairie is prepared to meet its customers' current and future demands with multiple delivery options, flexible architecture, and 24/7 technical and customer support. For a world in motion, RedPrairie is commerce in motion™.

To learn more about how RedPrairie solutions can optimize your inventory, improve employee productivity, or increase sales, visit RedPrairie.com or email info@RedPrairie.com.

Contact a Trusted Resource for All Your Third-Party Needs

Count on the RedPrairie Advantage Team to help reduce risks, save costs and improve performance of your RedPrairie software. For more information on third-party solutions and services from planning and design to deployment and support, contact us today at 262-317-8827 or AdvantageSales@RedPrairie.com.



1.877.733.7724

info@RedPrairie.com

RedPrairie.com