

Turn-key Integration & Support Services

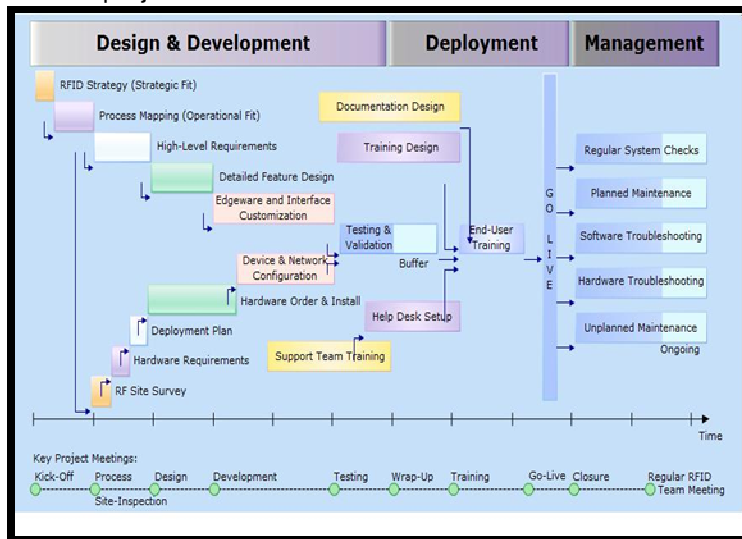
FCB *id*, a member of the FC Background, LLC family, offers turn-key systems integration capabilities leveraging AIDC applications that provide asset tracking and management solutions enabling companies to tag, track and instantly locate assets, contents and component parts across the entire supply chain enterprise.

Our Turn-key Integration Services allow our clients' to focus on their core competencies and leverage one entity responsible for the entire project. This removes the abnormal barriers associated with not having specific expertise on staff to accommodate requirements such as procurement, deployment, system commissioning and knowledge transfer.

Are you looking for an experienced and certified partner to integrate your solution?

Technology Integration Services

In today's society, it is appealing for manufacturers to produce products that are plug in play in order to ease the procurement and integration processes of its consumers. However certain solution scenarios that include hardware, software and media components are not always easy to select let alone integrate. By adding levels of complexity to a solution such as software, or data collection products adds another level of risk to your project. In most end user environments, the necessary skills to successfully deploy a complex solution is not always readily available and derails the desired end results of delivering core services. We specialize in partnering with its customer to facilitate and augment the overall process of a technology solution integration effort. Our integration team is industry certified and adheres to a standardized methodology that ensures project success.



Project Management Services

Integration efforts require proper planning to ensure success. Planning entails several key process steps that include the industry stated nine areas of project management.

Broad-Based Technology Services and Methodology			MANAGEMENT AND SUPPORT
PLANNING AND ASSESSMENT	ANALYSIS AND DESIGN	IMPLEMENTATION	
Assess current needs that affect: <ul style="list-style-type: none"> Business objectives People & processes Application and technology selection 	Design a solution to meets your reqs: <ul style="list-style-type: none"> Security (policies and technology) Network architecture and availability Management Operations / processes Coverage area 	Implement the solution based on: <ul style="list-style-type: none"> Expected deadlines Other project schedules Using service methodology Meeting design specifications Minimizes existing operational impacts 	Provide ongoing system support for: <ul style="list-style-type: none"> Maximizing System Uptime Seamless Operations Reducing yearly OPEX
PROJECT MANAGEMENT			
LIFECYCLE SUPPORT RELATIONSHIP			
Methodology/Engagement Model as Foundation for Success			

FCB *id*'s project management operations are facilitated in accordance with leading industry specifications. Our customers are assured of receiving service levels that are certified and in line with standard industry practices on every project. We adhere to the following major project management process groups:

- Project Initiation
- Planning Phases
- Executing Operations
- Monitoring and Controlling Steps
- Closing Procedures

Procurement & Configuration Services

Selecting technology and products is just one of the many procurement phases of a solution integration project. Along with the vendor and product selection process, organizations have to provide resources for procurement operations. In most projects procurement efforts involve several steps that may or may not be facilitated within purchasing programs. Some of those overlooked steps are;

1. Staging Operations
2. Delayed Delivery Scheduling
3. Transportation and Storage Operations
4. Component Configuration
5. Product QA Testing

FCB *id* provides its customers with complete procurement and configuration expertise to ensure proper component delivery, staging and warranty exchange to prevent deployment delays and cost overruns.

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System Commissioning & Training Services

Technology systems are only as good as the commissioning steps that are engaged within the integration plan. System commissioning is the one step that most organization overlook due to time, complexity and lack of resources. When a solution is not properly commissioned, the consumer will not have a proper baseline to ensure component or solution operational characteristics. In addition, commissioning is a bi-level requirement for all systems as each component should be thoroughly tested upon deployment along with a complete solution commissioning step. This activity will ensure metric adherence as well as product warranty activation. Our analyst specialize is proper system commissioning by following specific steps;

1. Demarcation of system subcomponents
2. Individual quality assessments of each component
3. Documentation of system configuration for optimal performance settings
4. Denotation of system performance upon initialization

As each system is deployed there can be significant learning curves for multiple individuals and or operational departments within an organization. This learning curve can be very complex and difficult to facilitate within existing system operations. Our engineers are certified experts with each technology and platform deployed and as such we can complete the knowledge transfer required by customers to ensure operational staff understand the solution aspects as well as the performance metrics.

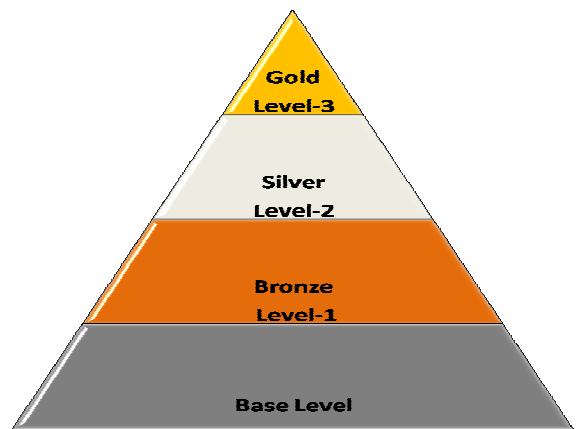
Post Support Services

Most industry systems deployed are done with an end result in mind – maximum uptime. However once a system has been deployed the components are prone to potential issues ranging from complete system and individual component failures. According to independent industry representatives, the average technology system will have a minimum of 1-3% in failures throughout the solution's useful lifetime. In addition, systems will require upgrades to the software component from time to time and or replacement of damaged hardware products requiring component reconfiguration, placement and commissioning steps. Although consumers are pushing manufacturers to build more superior products that have little to no failure the realistic fact is that hardware components may require preventative maintenance or will fail from time to time. To assist our customers with this issue, we provide a carte blanc approach to post support services. By offering a selective post support strategy, our customers can do as much or as little as they like in support of their new technology solutions.

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FCB *id* offers the following post support services:

- Base Level (Basic Warranty Management)
- Level-1 (Teleco Support + Base Level)
- Level-2 (Onsite T&M + Base Level and Level-1)
- Level-3 (Preventative Maint., SLA and Level 1 & 2)

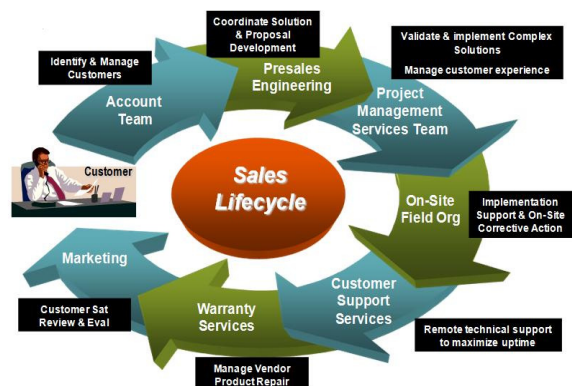


Proven People, Proven Experience

FCB *id* is an experienced group of data collection professionals that understand the science of applying different types of emerging technology to business processes.

Our Systems Analyst or Technical Leads are not only factory trained on each product recommended, but also industry certified in specialized AIDC solutions involving the use of certain types of technology such as Barcode and RFID systems.

Our team starts by gaining an understanding of your specific environment and requirements. After achieving this baseline, the next step is collaborating with your team to develop a set of mutually agreed upon objectives and milestones specific to each individual project. Working with the on-site team ensures a functional partnership that imparts knowledge and complete usability of technology



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