

# LEOPARDCARE

## Service Centre



### MAINTAIN YOUR INVESTMENT

LEOPARDCARE is a complete suite of professional service products tailored to deliver all aspects of after-market service and support; a completely customisable and scalable offering for businesses of varying size and type.

Developed and offered to provide an immediate return on your investment by saving time and money associated with the often hidden equipment deployment, repair handling, asset tracking and provisioning expenses. Combined with manufacturer service contracts, LEOPARDCARE service capabilities deliver visibility of 'total cost' asset management and administration efficiencies providing peace of mind and protection for your assets over the life of your investment.

Our automated provisioning technology is designed to eliminate human error and mobile configuration inconsistencies usually associated with the roll out and provisioning of a mobile fleet.

LEOPARDCARE is Enterprise Productivity Unleashed.

*Increase productivity and reduce valuable time and human resources required to maintain your technology investment with LEOPARDCARE, Australia's most comprehensive after-market service and support offering.*

#### KEY FEATURES & BUSINESS BENEFITS

- 1 Multi-vendor support offering with qualified technicians professionally certified by global partners Motorola, Intermec, Datalogic and Zebra.
- 2 An end to end solution provider boasting Australia's most comprehensive service and support offering for businesses of any size and type.
- 3 Calculate and report on 'total cost of ownership' over the life of your technology investment.
- 4 Save time and money by tailoring a support program to suit your individual budget and business requirements.
- 5 Designed to support fleets of any size anything from 1 to 1,000's of devices.
- 6 Flexible billing and payment terms to suit a variety of business requirements.
- 7 Reduce time and streamline administration associated with handling equipment repairs, tracking and provisioning delivering an immediate return on your investment.
- 8 Simple, straightforward process and workflow providing for complete fleet management and multi-vendor asset tracking visibility.



**LEOPARD Systems**

JOB# RPR9000  
 SERIAL# 4562300256100  
 CUSTOMER ABC COMPANY  
 MANUFACTURER MOTOROLA  
 FAMILY MC9000  
 UNIT MC9090-GFHJG400AWW

RECEIVED TO MANUFACTURER FROM MANUFACTURER UNDER EXAMINATION

SERIAL# 4562300256100  
 SEARCH  
 IMEI NUMBER  
 ASSET NUMBER

**Enterprise Productivity Unleashed.**



**Repair Servicing**

**Asset Tracking**

**Provisioning**

## CAPABILITIES & BENEFITS

### EQUIPMENT REPAIR

- Comprehensive, fast and reliable service offering
- Qualified technicians using genuine parts repairing to manufacturer standards
- Comprehensive testing and diagnostic capabilities adhering to established quality processes
- Services include break-fix of new and legacy equipment, device reconditioning, provisioning and battery testing
- Easy transparent process for managing repairs

### ROLLOUT MANAGEMENT

- Customer device software and configuration requirements fully tested, documented and automated for a once off setup cost
- Devices configured, delivered and ready for reliable operation in conjunction with hardware repair or procurement
- Automated technology to eliminate human error
- Reduce down time and costs associated with incorrect setup
- Delivering reliability
- Fully scalable offering, from device provisioning right through to full project management of multiple shipments to multiple locations with coordination of customer resources and external vendors

### EQUIPMENT HANDLING

- Track all asset movement providing for up to date location information
- Bundle unforeseen handling costs to ensure capped 'total cost of ownership'
- Suitable for customers with 1 up to 100 mobile devices
- Available as a 1 or 3 year support contract
- Ideal for bundling around a manufacturer's offering

### FLEET MANAGEMENT

- For fleets with 100+ devices as an annual contract
- Track and maintain assets for a maximum ROI
- Measure and report on asset utilisation, life and costs to agreed SLA's
- Record allocations by business unit/Company
- Track accessories and associated sub-assets
- Monitor asset lifecycle and report on fleet availability
- Automated dispatch of spare units directly to the point of use
- Daily movements report supplied
- Monthly SLA review and reporting
- Track all asset movement providing for up to date location information
- Tailored support contracts available to cover repair handling, administration, asset tracking and provisioning
- Bundle unforeseen handling costs to ensure capped 'total cost of ownership'

## OFFICES

**Melbourne**  
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**Enterprise Productivity Unleashed.**

## ABOUT LEOPARD SYSTEMS

Established in 1990, Leopard Systems is a leading enterprise mobility solution provider renowned for creating innovative, strategic solutions designed to increase productivity and competitive edge. Well regarded within Transport and Logistics, Field Service, Retail and Supply Chain, Leopard Systems leads the way with its signature suite of enterprise grade solutions designed to streamline operations, increase efficiencies, reduce input error, improve staff productivity and, of course, increase the bottom line.

Leopard Systems promotes a truly holistic, consultative approach to enterprise mobility. By partnering with Leopard you benefit from entrusting one partner from order to operation, with seamless implementation, personalised support and outstanding service from our industry trained personnel. In today's competitive environment where the focus is on improved workforce efficiencies, service KPIs and increased profit, the demand for enterprise mobility has never been stronger.