



## The BEST Service for over 25 years!

With over 25 years of Barcode Automatic ID and Data Capture experience, we have built a reputation for providing the best quality products and services. As a part of our total commitment to our customers, all of the products and consumables supplied by Ahearn & Soper Inc. are warranted for their quality and performance.

**Our success is measured by your complete satisfaction.**

### Service and Support

Ahearn & Soper is an Authorized Service Provider for:

- Zebra Printers
- Intermec Printers
- Citizen Printers
- Evolis Card Printers
- Printronix Printers
- Sato Printers
- Toshiba TEC Printers
- Datacard Card Printers
- Lenel Access Control & Video Surveillance
- Label-Aire Label Applicators
- Infant Security Systems
- LXE Mobile Computers
- Honeywell HandHeld Scanners
- Datalogic

Our comprehensive offering of maintenance and support services will satisfy the requirements of the most demanding business environments. Ahearn's factory-trained and certified specialists will consistently provide you with dependable, timely service.

### Service Locations



### Professional Services and Training

Ahearn & Soper's Professional Services Group (PSG) consists of a team of designers, trainers and programmers that can provide the following:

- Project Management
- Application Design and Programming
- Software Support & Upgrades
- Functional Specifications
- RF Site Surveys & Facility Analysis
- System & Integration Testing
- On-Site Planning & Installation
- Technical Training

Training courses can be custom tailored to meet your exact business needs. Our experts will work with you to ensure your project will go live ...

... **On budget and on time!**

### On-Site Repair & Maintenance

We provide Nationwide On-Site Service either on a *fixed annual* service agreement basis or on a 'time and material' pay as required basis. Service Agreements are available with hours of coverage from the standard Monday through Friday, 8 a.m to 5 p.m schedule to an optional full 24 hour a day, 7 days per week coverage.

### Repair Services Include:

- Maintenance covering all parts, labor and travel

### Preventative Maintenance Services Include:

- Adjustments and cleaning of equipment
- Firmware Revisions
- Engineering Change Orders

**Depot Repair:** Ahearn and Soper's Depot Repair facility is staffed with factory trained technicians who are prepared to service your equipment to OEM specifications. With your equipment covered by a Service Agreement we guarantee a fast turn around time at a fixed annual price.

**On-Site, as well as Depot Repair Service,** is available either on an annual service agreement or on a 'time and material' pay as required basis.

Service & Support

Call our **PSG Experts TODAY** and design solutions for all types of applications!



### Custom Programming & Engineering

With **Ahearn & Soper** software solutions, you can take advantage of leading edge technology for all your Data Collection needs and feel confident that your Implementation will be a success.

Our System Specialists have extensive knowledge and experience with complex software and hardware interoperability issues and can free you of this burden that can cause any project to grind to a complete halt.

**Ahearn & Soper will not only provide 'peace-of-mind' but complete support for your solutions today and for many years to come.**

### Wireless Site Surveys & Analysis

For RF and RFID Systems, many considerations about the application must be factored in. We can provide you with valuable services such as Facility Analysis to ensure proper performance, redundancy and network security.

Ask us how we can help you overcome RF network issues including Facility Size, Product Storage, Racking, Machinery, Noise/Interference, Layout, Number of Users and Throughput.

**Ahearn & Soper will maintain backbone and client device documentation so future technical support calls are more productive.**

**The site survey will ensure your project completes on time, on budget and with no costly surprises.**

### Professional Service & Support

**Ahearn & Soper** takes full responsibility for the solutions we deliver, including post sales service, support and supplies. Over 80% of our employee workforce are factory-trained, certified specialists and technicians. We also offer vital services such as Call Centre Support, Remote Monitoring Service and Technical Training and Support for mission critical applications.



AirMagnet Survey Signal Analysis



### Project Management

Our Project Management Team can take your Auto-ID / Data Capture project from the requirements analysis and planning stage to the development, documenting, testing and installation phase. Once installed and users are trained, a 'go-live' date can be scheduled for full deployment.

**We ensure all requirements and deadlines are met to your satisfaction.**

## Office Locations

**TORONTO:** 100 Woodbine Downs Boulevard | Toronto | ON | M9W 5S6 | 416-675-3999 | 800-263-4258

**CAMBRIDGE:** 380 Jamieson Parkway | Unit 4 | Cambridge | ON | N3C 4N4 | P:519-885-2260

**OTTAWA:** 38 Antares Drive | Suite 110 | Ottawa | ON | K2E 7V2 | 613-226-4520

**MONTREAL:** 3375 Rue Griffith | St-Laurent | QC | H4T 1W5 | 514-341-7671 | 800-361-9584

**CALGARY:** Sales and Service | 800-468-7025 | 403-291-0300

**EDMONTON:** Sales and Service | 800-468-7025 | 780-643-7444

**VANCOUVER:** Field Service Only | P: 800-468-7025



**[www.ahearn.com](http://www.ahearn.com)**