



# CORPORATE OVERVIEW

We keep your business connected in the most challenging conditions.



# ABOUT US

*Skywire designs, deploys, manages and supports mobility systems in rugged enterprise environments.*

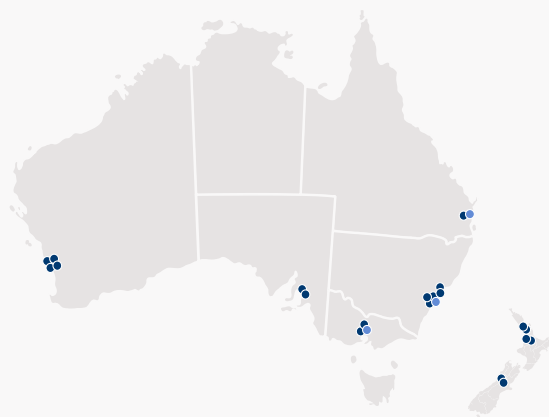
**W**ith 17 years experience and expertise in providing innovative solutions across mission-critical applications, we are proud to be the preferred mobility provider for many large organisations throughout Australia and New Zealand.

Some of our customers include *Coca-Cola Amatil, Linfox, David Jones, TOLL Australia, Toyota Australia, Arnotts, Sanitarium, QANTAS, DHL, Murray Goulburn, Armaguard, Schneider Electric* and *Fujitsu* to name a few.

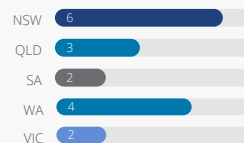
Together with our carefully selected business partners, Skywire specialises in delivering and supporting enterprise mobility solutions across a wide variety of industries including: Warehouse & Distribution, Transport & Logistics, Field Sales & Service, Retail, FMCG and many others.

By providing our enterprise mobility solutions with an industry focus, Skywire brings to the table a complex understanding of the challenges faced by these markets to provide our customers a solution that meets their needs.

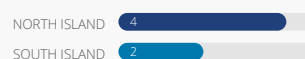
## Servicing Australia and New Zealand



### 17 TECHNICIANS IN AUSTRALIA



### 6 TECHNICIANS IN NEW ZEALAND



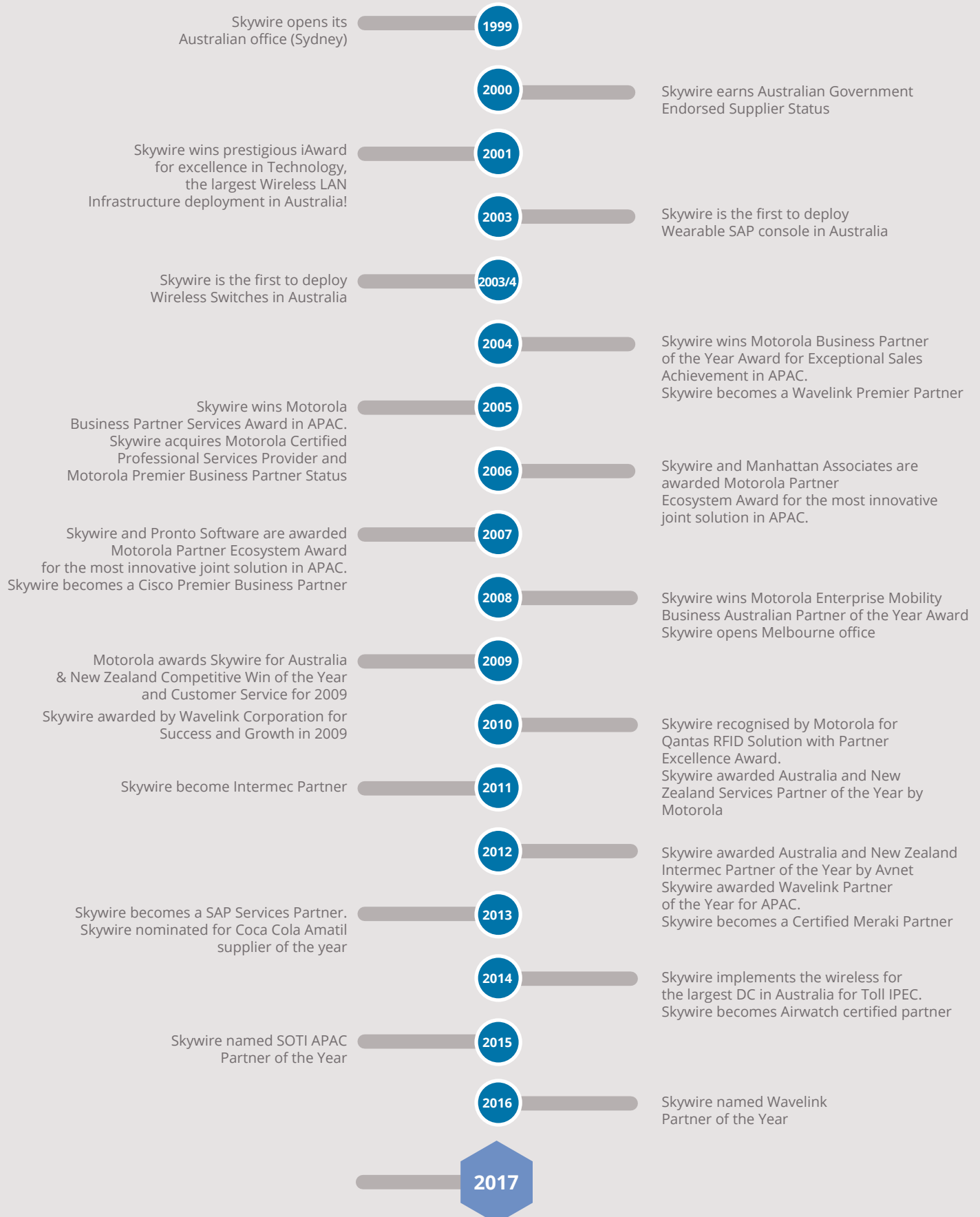
A large, stylized blue opening quotation mark is positioned at the top left of the text block. The background of the entire page is a black and white photograph of a warehouse interior, showing tall metal shelving units filled with boxes and a forklift in motion in the lower right corner.

**MISSION CRITICAL BUSINESSES RELY  
ON US TO KEEP THEM RUNNING 24X7**

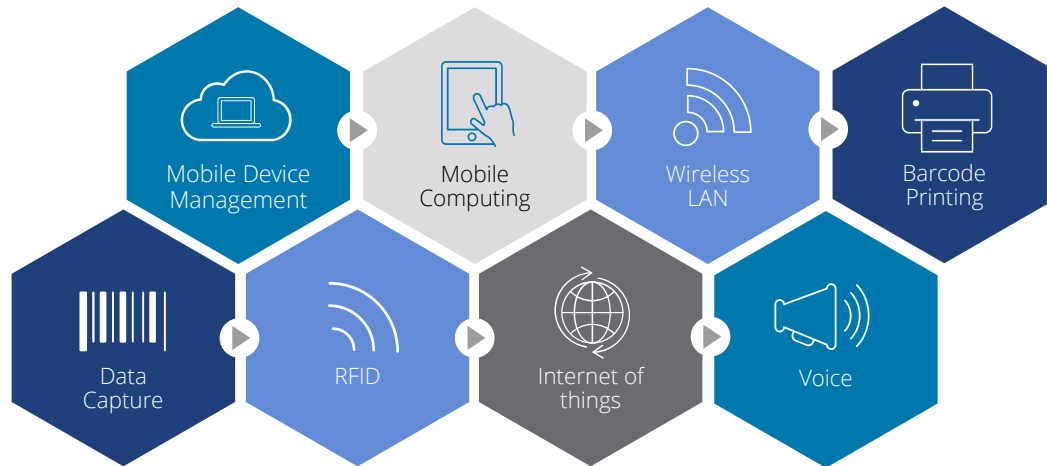
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# COMPANY HIGHLIGHTS



# SKYWIRE TECHNOLOGIES



## MOBILE DEVICE MANAGEMENT

Mobile Device Management (MDM) enables businesses to deploy, secure, monitor, integrate and manage mobile devices. If you need someone with the experience and knowledge on which MDM solutions to choose and implement, Skywire has that expertise.

## MOBILE COMPUTING

Refers to a variety of devices that allow people to access data and information from where ever they are. Whether running Android or Windows Mobile, industrial, long-range barcode scanning, one device or hundreds; Skywire is the expert in this area and will ensure the best suited device is designed for your specific purpose.

## WIRELESS LAN

Wi-Fi has transformed the business world by improving efficiency and productivity in the supply chain. If you need a WLAN solution, Skywire can design the best fit for your business requirements.

## BARCODE LABEL PRINTERS

Mobile, Desktop and Industrial Barcode label Printers, Skywire will assist you in selecting the right printer for your needs. We can help you source competitive printing consumables from our leading vendors to compliment your printer.

## DATA CAPTURE

Skywire can help you select the right barcode scanner to meet the demands of your business. From a retail presentation scanner to a rugged, industrial scanner that is used in the

warehouse, we have a barcode scanner for any environment. We have barcode scanners that read 1D or 2D (QR Symbolologies) and barcode scanners that are compatible with iPhone, iPad, and Android devices. Contact Skywire to discuss your needs.

## RFID

RFID tags identify things without the need for line of sight reading, unlike a barcode. Durable and secure RFID tags coupled with mobile or fixed readers provide quick, accurate identification. High throughput can reduce a stock take by 90% or trigger an event, instantly. Skywire has consulted and implemented many RFID projects across Australia. We have the experience and the knowledge to support your business requirements.

## INTERNET OF THINGS

Skywire can help you navigate the internet of things landscape so you can understand what your assets are doing, where they are and how you can maximise their value. Let us help you manage your assets and connect with the internet of things.

## VOICE

Voice directed warehouse applications frees both user's hands and eyes for a dramatic increase in task speed with minimal training. Keener focus, increased accuracy and quicker performance, streamline warehouse operations. A typical 30% improvement in productivity, provides a compelling and rapid Return on Investment, over conventional picking systems.

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**PARTNERING WITH GLOBAL INDUSTRY LEADERS  
TO GIVE YOU ACCESS TO THE LATEST TECHNOLOGY  
AND SERVICES**

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# WHY CHOOSE SKYWIRE

*Certifications are the key to our success. We are motivated in delivering services that add value to our solutions and to our clients. Our deployment and service team professionals are fully certified in all vendor products and are regularly trained in industry best practices and advanced technical capabilities. Our certifications and capabilities make us a safe choice when it comes to deploying or supporting enterprise mobility solutions. Don't risk it, choose Skywire.*

**W**e pride ourselves on using best-of-breed technology from leading global providers, enabling us to design and integrate a secure, robust mobility solution. Drawing on our wide-ranging experience and technical expertise, our solutions extend the reach of your supply chain management applications, by maximising your existing resources and capabilities.

## Tier 1 Product Certifications



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**WE HAVE THE INDUSTRY KNOWLEDGE, INSIGHT,  
AND TECHNOLOGY TO HELP YOU BRING THE BEST  
SHOPPING EXPERIENCES TO CONSUMERS.**

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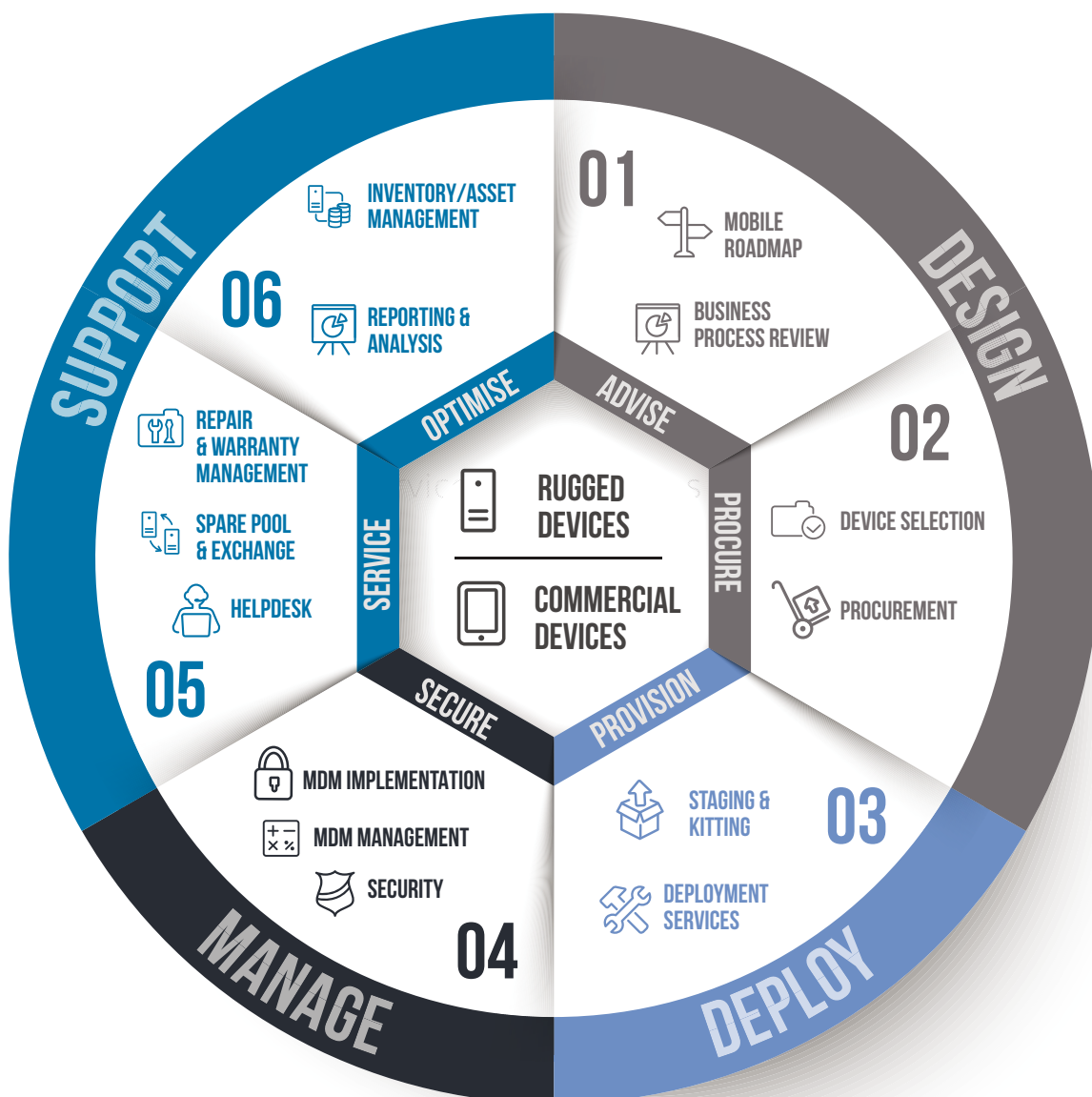
# THE SKYWIRE DIFFERENCE

*Skywire's structured approach to mobility is focused on reducing cost, improving accuracy and enhancing quality. So when it comes to upgrading or replacing ageing technology, you can be confident of a solution that fits your budget.*

## Mobility Lifecycle Management

It is our job to deliver and implement the most effective mobile solution for your type of business solution. Whether it's a small site survey or a complex custom implementation project, Skywire's Professional Services team works closely with you to fully understand your environment and deployment strategy. We use this information to design a cost effective and reliable solution which will maximise your investment and to provide a painless implementation.

In keeping with how we implement a project we split it into 4 distinct phases: Design, Deployment, Management and finally the Support Phase.



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**KEEPING BUSINESS CONNECTED IN THE  
MOST CHALLENGING CONDITIONS**

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# PROFESSIONAL SERVICES

## ► DESIGN

### SKYWIRE CONSULTING

We use our industry knowledge and experience within supply chain and mobility to provide professional and technical advice on projects or solutions for our customers.

### REQUIREMENTS ANALYSIS

We help to understand and analyse the business, user and technical requirements and collect that information into a detailed functional specification that can be used for project design or evaluation.

### WIRELESS SECURITY DESIGN

We analyse the security of an existing or proposed wireless network. A wireless security survey report is produced which documents recommended security policies, current security weaknesses and wireless network advice to minimise your security risk.

### SYSTEM INTEGRATION

We help to integrate new solutions into existing backend customer systems to ensure that the whole solution is coordinated, connected and functioning correctly.

### WIRELESS SITE SURVEY/SITE AUDIT

We perform a wireless site survey to determine the best location for access points and antennas to guarantee 100% radio coverage.

A wireless site survey report includes:

- access point locations with pictures and installation instructions
- wireless interference diagrams
- expected coverage maps from the proposed wireless network
- any site or technical recommendations to optimise the solution
- recommended equipment including a full bill of materials

With a wireless site audit we conduct a wireless coverage check and investigate and analyse wireless performance. We look at mobile devices and access points, we record software versions being used and system configuration. All findings are documented with a clear conclusion and recommendations to resolve the identified issues.

### DEFINITION OF SOE

Our goal is to define and proof the standard operating environment (SOE) for the solution. Components are analysed and optimised. We look at firmware and operating system revisions and patches. We understand application needs such as security or lockdown, so that equipment is fully functional, locked down and optimised for deployment.

# PROFESSIONAL SERVICES

## ► DEPLOY

### PILOT AND PROOF OF CONCEPT

We work with you to build a pilot or proof of concept program with key objectives and outcomes. We then help setup, deliver and test the program in a production environment so that the project viability and risks can be assessed. A decision can then be made regarding full production deployment based upon the results from the pilot or proof of concept.

### DEVICE MANAGEMENT SETUP

We install, configure and test the most appropriate device management solution to enable you to manage your mobile devices effectively in the field.

### INSTALLATION

We supply and install network cabling and power for a wireless network. This also includes access point and antenna installation along with cable testing of the wired network.

### COMMISSIONING

We commission the solution and equipment that has been supplied and deployed. This includes final configuration and end to end testing of the complete solution to ensure that this is working correctly and as expected ready for business operation.

### GO LIVE SUPPORT

We provide a technical resource during the critical go-live period to assist with any troubleshooting and system optimisation required at such an important time.

### QA AND STAGING

QA and Staging ensures that devices to be deployed are fully tested and configured with your custom SOE so that they are business ready for deployment. Your SOE image is loaded onto all units which are then tested. All units are configured, optimised and further tested across multiple functions and confirmed as ready for operation. All of the relevant device information such as serial number, asset number, SIM card and dispatch location are recorded before units are shipped out.

### ASSET MANAGEMENT

We can assist in helping you manage your assets by enabling asset management tools and providing ongoing reporting of asset movements, additions and changes.

### SIM CARD PROVISIONING

We can procure, provision, integrate and manage SIM cards for customer mobile deployments. We work with the major telecom providers to enable and test 3G/4G connections that suit customer requirements and are based upon current market data plans.



# PROFESSIONAL SERVICES

## ► **MANAGE**

### **PROJECT MANAGEMENT**

We help manage the solution ensuring that the project is completed smoothly, on-time, within budget and specification. Our project managers are experienced in rugged mobility solutions and therefore understand how to deliver this type of solution successfully.

### **SYSTEM DOCUMENTATION**

We provide solution and system architecture as-built documentation. Each component and its individual SOE are recorded as well as high level operational details. We also provide user guides and reference material upon request.

### **TRAINING**

We deliver a customised training program to support introduction, operation and support of a rugged mobility solution.

### **ONGOING DEVICE MANAGEMENT**

We help maintain your device management solution and work with you on the deployment of new SOE builds through the device management platform. We help build, test and deploy new software packages to the units in the field as required.

### **PREVENTATIVE MAINTENANCE AND ON-SITE HEALTH CHECK**

We audit the integrity of an installed solution and understand user issues and concerns. If obvious problems exist, we will obtain approval to effect repairs and modifications as necessary. All findings are documented with a conclusion and recommendations to resolve any identified issues.

# PROFESSIONAL SERVICES

## ► SUPPORT

### REPORTING AND ANALYSIS

We setup monthly and quarterly reporting and schedule review meetings to discuss and analyse the report data focussing on historical performance and trends for continuous improvement.

### REMOTE ACCESS AND DIAGNOSTICS

As part of our support solution we use remote access and diagnostics tools to enable us to diagnose problems and provide corrective action when necessary.

### VENDOR REPAIR MANAGEMENT

We manage the often challenging task of dealing with vendor repair centres. This ensures that they uphold their SLA contractual obligations and performance metrics to maintain the expected level of service.

### SERVICE CONTRACT RENEWAL

Maintaining and managing service contract compliance across all equipment can be difficult. We do this for you providing visibility and awareness of existing, upcoming and expired contracts so that you have a clear picture of the maintenance contracts of your equipment.

### SOFTWARE RESTAGING

When a device is returned to the manufacturer for repair, all the software applications and configurations on that device are removed. Skywire can help reload the SOE image to ensure that the device is business ready when it is returned to site.

### MANAGED SERVICES

We provide a comprehensive support solution that saves you from having to deal with the difficult task of supporting a complex mobility deployment. With a fixed cost and a single point of contact, the Skywire managed service means we do it all for you including maintaining a managed spares pool of equipment.

### LIFECYCLE MANAGEMENT

We simplify the ongoing management and lifecycle evolution of your mobility solution. We make sure that you get the best out of your equipment today and also take advantage of the latest and newest products and features in the market. We manage and optimise the lifecycle of your equipment to enable you to deliver the service you need.

## The Skywire Helpdesk

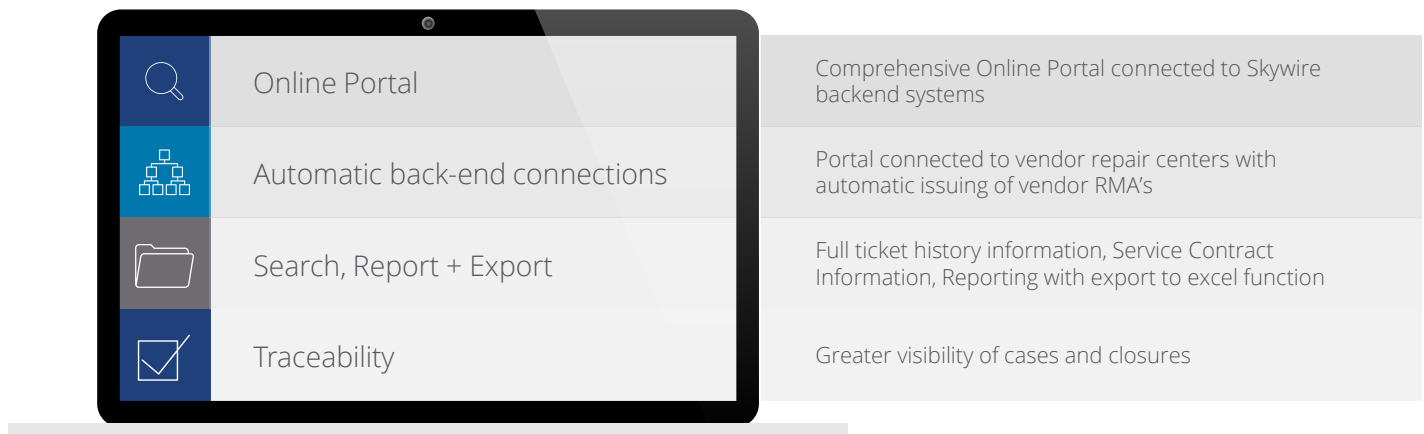
We have our own service desk that currently supports tens of thousands of devices in the field across over 150 different customer locations. We use a fully featured ticketing system which enables us to track your request and ensure that it is resolved within your SLA response time.

Our service desk is operated by level 1 and level 2 support engineers who are fully trained in the vendor product. As well as standard business hours support, we can also provide 24x7 support if required.



## The Skywire Portal

Our online portal allows you to raise tickets, list your service contracts, check if a serial number is under contract, track your repair, check history and generate reports. Our portal is directly connected to vendor service centres which means we get automated vendor RMA numbers simplifying the often tedious repair management process.



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**EMPOWERING WORKERS  
AND BOOSTING PRODUCTIVITY**

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# SKYWIRE PARTNERS AND ALLIANCES

## Enterprise Mobility Partners

*‘We partner with global leaders in the industry to provide you with a solution that exceeds the reach of your supply chain management application by maximising your resources and capabilities’.*

Certifications are the key to our success. We are motivated in delivering services that add value to our solutions and to our clients. Our deployment and service team professionals are fully certified in all vendor products and are regularly trained in industry best practices and advanced technical capabilities. Our certifications and capabilities make us a safe choice when it comes to deploying or supporting enterprise mobility solutions. Don't risk it, choose Skywire.

We pride ourselves on using best-of-breed technology from leading global providers, enabling us to design and integrate a secure, robust mobility solution. Drawing on our wide-ranging experience and technical expertise, our solutions extend the reach of your supply chain management applications, by maximising your existing resources and capabilities.

<b>Panasonic</b>	<b>Google</b>	 <b>Meraki</b>		<b>ivanti</b>	
<b>ORACLE</b>		<b>aruba</b> a Hewlett Packard Enterprise company			
	<b>baseplan</b>	<b>Blackbay</b> Empowering Mobile Workers	<b>jda.</b>		<b>FUSION5</b> Business Applications
<b>SOTI</b>		<b>UNISYS</b>	<b>Honeywell</b>	 <b>Extreme</b> Connect Beyond the Network	
	<b>ZATAR</b>		<b>PRONTO</b> SOFTWARE		<b>FUJITSU</b>



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HELPING YOU TO EASILY TRACK  
AND MANAGE YOUR INVENTORY

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# SKYWIRE CUSTOMERS AND TESTIMONIALS

## Enterprise Mobility Customers



*"Skywire were happy to help us achieve all our requirements, and have made numerous trips to our warehouse on the NSW central coast to fine tune the implementation."*

*"The warehouse contains up to 14,000 pallets of material, and some of this stock is in foil lined packaging which can interfere with scanning and wireless coverage. Skywire have worked closely with us to help overcome some of these implementation challenges."*

IT MGR FMCG

*"We ended up choosing Skywire to Partner with us for our wireless infrastructure and RF needs for the commissioning of our new Distribution Centre Facility at Eastern Creek. Skywires knowledge of the determined technology along with a great understanding of the logistics environment locally meant that their selection was a no brainer. Skywires experience, flexibility with project deadlines and creative ability to work through RF challenges, ensured a successful implementation and the ongoing professional services before, during and well after installation ensured a painless and seamless go live. Three years on and we are still partnering with Skywire for support, upgrades and to review the latest products for our industry. We would strongly recommend Skywire to anyone looking for a strong RF and Wireless infrastructure partner"*

Senior Manager Operations Retail Distribution

*"Skywire has consistently delivered on the demands of our project and business by providing valuable mobile device products and technical knowledge allowing us to develop the everyday tools for our Operations"*

Operations Manager 3PL

*Yes. The issue had been fixed. Great job as always. Thank you for your effort."*

IT Manager 3PL





## Sydney

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