

Symbol Technologies and IBM design comprehensive solutions to capture, move and manage information



Organizations are evolving to an On Demand Business model by integrating business processes across the enterprise, often in conjunction with key business partners, suppliers and clients. These strategic linkages enable a rapid response to changes in client trends, market opportunities or external threats. Increasingly, the On Demand Business leverages mobile technologies designed to ensure that work can be done virtually anywhere, at any time.

With a relationship that spans almost two decades, IBM and Symbol Technologies are collaborating to accelerate the ability of the On Demand Business to plan for, enable and manage the ever-expanding enterprise. These two industry leaders deliver leading solutions for mobility through their complementary technologies and services.

IBM Business Partner:

Symbol Technologies, Inc.

Symbol develops enterprise mobility solutions that are designed to streamline supply chains, which can improve productivity and profitability. With solutions that capture, move and manage information in real time to and from the point of business activity, Symbol integrates advanced data capture products, radio frequency identification (RFID) technology, mobile computing platforms, wireless infrastructure, mobility software and world-class services programs.

Founded in 1975, the company has become a global leader in mobile data management systems and services through innovative client solutions based on wireless local area networking for voice and data, application-specific mobile computing, RFID and bar code data capture. Symbol's wireless local area network (LAN) solutions are installed at more than 45,000 client locations around the world. More than seven million Symbol scanners and application-specific scanner-integrated mobile computer systems are in use worldwide in a broad range of industries.

Improving operations, client service and competitive advantage

Companies can derive significant productivity gains and enhance client service through a well-planned implementation of a wireless network accessed by mobile devices. IBM and Symbol are working together to deliver solutions designed to drive tangible business benefits by helping you to:

- *Increase competitive advantage through quicker, better informed decision-making that results from seamless integration of people and information*
- *Improve client service and strengthen business relationships through enhanced ability to respond*
- *Reduce cost and improve efficiency through end-to-end mobility solutions supported by centralized maintenance*
- *Enable client enterprises to grow and adapt to their identified market position by supporting flexible, standards-based architectures that provide a foundation for the future.*

From strategy to support

Through the IBM and Symbol relationship, clients can tap into our long-standing wireless and mobility expertise—from strategy through integration and deployment, maintenance and support.

Beginning with a mobile business strategy and process plan, we can help you plan for enterprise mobility with clear business objectives. By integrating existing applications with new mobile capabilities, and leveraging core data capture technologies such as imaging, laser scanning, biometrics, voice recognition and RFID, you can move information instantaneously to where it is needed.

And with world-class technical services to help move from a wired to wireless infrastructure—802.11x, Wi-Fi, Bluetooth®, wireless switching, Global System for Mobile Communication/General Packet Radio Service (GSM/GPRS), Code Division Multiaccess (CDMA), or other standards-based connections—you can migrate more quickly, reducing time-to-value and accelerating return on investment.

Driving efficiencies across the enterprise with collaborative solutions

Developed through years of collaboration, IBM and Symbol offer a comprehensive portfolio of mobility solutions.

Track-and-trace solution—streamlines supply chain efficiency, from manufacture to consumer delivery, through an innovative solution that helps enable better decision-making based on real-time inventory management. Using powerful Symbol handheld mobile computing systems and enterprise digital assistants, workers scan barcodes or collect RFID data from pallets and boxes. This information, collected in real time, can be sent wirelessly to a central supply chain management system.

Field force automation solution—helps empower mobile workers to operate at peak efficiency and significantly reduce access costs. Employees in distribution, manufacturing, logistics and warehousing can easily query, record and order parts or inventory from their handheld device.

Integrated workflow management solution—such as the IBM Mobile Workforce Management Toolkit, can help improve client satisfaction. Service professionals in retail, hospitality, banking, and travel and transportation companies can offer curbside or line-busting check-in services. Delivery personnel can access client and product information, scan packages and update information on the road and from their vehicles. Industrial service personnel can access maps, repair manuals, test routines and work orders online to maximize productivity on each client call.

Using Symbol mobile computing systems enabled by IBM WebSphere® middleware and Symbol's innovative switched wireless LAN infrastructure, you can optimize wireless implementations throughout the enterprise. Consistent methods, standards-based hardware options, comprehensive security and systems management as well as life-cycle support services are designed to reduce the time to migrate technology into new wireless environments while retaining or improving return on investment.

IBM and Symbol help you develop innovative ways to meet industry-led supplier mandates and government compliance requirements for RFID. Symbol offers Electronic Product Code (EPC)-compliant RFID technologies that enable broad, enterprise-wide deployments for many of today's industry leaders. IBM offers business process consulting, software infrastructure, implementation expertise and long-term support. Together, IBM and Symbol offer comprehensive RFID solutions for a range of applications.

Organizations requiring comprehensive maintenance services for their wireless infrastructure, data-capture and bar code-scanning products often must work with multiple service providers, adding complexity and inefficiency to the maintenance operation. Through the alliance, IBM offers Symbol's depot maintenance services for Symbol products with solutions that combine both companies' established client support capabilities and experience. With round-the-clock support available by IBM-certified technical support, clients have access to extensive resources for faster problem resolution.



IBM and Symbol deliver enterprise mobility

Client engagements by IBM and Symbol have included the following:

- *Rolled out a new information technology infrastructure with comprehensive implementation and support services for one of the world's largest discount retailers.*
- *Extended data connectivity and upgraded delivery drivers' handheld computers for one of the world's largest beverage companies.*
- *Implemented updated, integrated pharmacy applications with signature capture, wireless infrastructure and new handheld computers for one of America's largest retail drug chains.*

- *Designed and deployed a new, state-of-the-art wireless platform for one of Europe's largest department store groups.*
- *Managed the consolidation of store operations and support for a major retailer of consumer electronics, appliances and PCs.*
- *Architected an automated RFID solution to track containers more securely at a leading specialty petrochemical company.*
- *Automated just-in-time finished goods inventory tracking system and enabled wireless LAN connectivity in corporate offices, manufacturing plants and contract distribution centers of an international electronics manufacturer.*

Why IBM

For more than two decades, IBM has transformed how people communicate and collaborate using advanced wireless technology. IBM, a proven leader in delivering on demand IT services, has extensive experience in designing and implementing innovative, end-to-end wireless solutions around the world and across many industries.

The IBM and Symbol affiliation has a proven track record in helping companies realize bottom-line benefits. Whatever your industry, whatever your specific business challenge or requirement, we bring practical solutions to enhance efficiency and collaboration as well as some of the best ideas in the business.

Find out more

To learn more about IBM and Symbol solutions, contact your IBM representative, write to wireless@us.ibm.com or visit us online at:

ibm.com/solutions/wireless

To learn more about Symbol Technologies, visit:

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07-05
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