



One Unified Service and Support Ecosystem for Your Mobile Enterprise.

What is AO: LifeCycle?

The industry's first unified service and support eco-system is here. With a co-location depot center in Louisville, Kentucky, and an online service and support portal, AccuCode manages all your devices through one system, in one place, with just one point of contact and one service contract. The portal enables us to collaborate with you and your chosen partners, around servicing and supporting your mobile computing, wireless networking, data collection, bar code, and point-of-sale (POS) technologies, while providing you with complete visibility. Motorola and other leading manufacturers have joined our ecosystem and co-location depot center, which enables AccuCode to offer genuine OEM parts and service, as well as the most cost effective after-market service - all from one facility.

“The AO:LifeCycle Portal is the central nervous system of the next generation of service and support for the mobile enterprise.”

Imagine a unified service ecosystem, that supports all of your mobile, wireless, and point-of-sale (POS) device populations, such as Motorola, Intermec, Honeywell, Datalogic, LXE, Apple, HTC, RIM, Samsung, Cisco, Aruba, Zebra, Datamax-O'neil, Epson, IBM, HP, Dell, and many more. All of them, serviced and supported with just one phone number, one ship to address, and one contract. Not to mention, an online portal that gives you real-time visibility into the support and repair process, including step-by-step trouble-shooting and instant RMA's. You no longer have to imagine, AO: LifeCycle is that ecosystem.

Top Benefits for Your Business

With AO: LifeCycle, your hardware is serviced and supported in a single, centrally located, U.S. facility. No more staggered service contracts and warranties, or sending your devices all over the world to be repaired. We ensure that you always have the working devices you need. Check out some of the top reasons our customers and partners love AO: LifeCycle.

- ✓ **Visibility:** Gain real-time visibility of assets during the entire support and repair process, from any web browser, to ensure devices are always returned on time. Together, we help drive down future failure rates by identifying why the device failed in the first place.
- ✓ **Optimal Performance:** We understand that downtime is the most expensive line item in the cost of ownership for any technology. Our entire system and process is designed around reducing failures through proactive management. We also store and manage your spare pool so that when a device fails, a replacement is in route within minutes.
- ✓ **Genuine Motorola Service:** Motorola is co-located next to the U.S. based AO: LifeCycle Depot Center, as well as certified repair services for Apple, RIM, LXE, Datalogic, Intermec, Honeywell, Zebra, Epson, Datamax-O'neil and many other leading manufacturers.
- ✓ **One Point of Contact, One Vendor Agreement:** There is only one number you need to call, and one location to send all your equipment to. We will take care of it from there. One agreement means each device population only renews once a year. No more never ending renewal process!
- ✓ **Mobile Device Management:** Our online service and support portal allows us to globally support users in real-time. We can support all of your mobile technology including hardware and software, configuration, imaging, version control, and real-time remote control help desk assistance.
- ✓ **U.S. Based Depot Center:** Conveniently located in the central United States, the AO: LifeCycle Depot Center is staffed by qualified technicians with flexible hours of support.

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