



Product:

Itronix XC-6250 and GoBook

Application:

Field service and repair technicians

Itronix Solution:

- *Extensive rollout of rugged GoBook notebook computers*
- *Customized iCare Services and centralized Help Desk support*
- *Currently completing a beta test of wireless coverage to provide 99% connectivity for service areas*

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Itronix designs, manufactures and deploys mission-critical wireless, rugged computing solutions that maximize the productivity of mobile workers.

For more than 15 years, Itronix has worked extensively in the utilities industry. Today, the company works with roughly 90% of the largest utilities in the United States, as well as organizations in the commercial field services, telecommunications, government, public safety and EMS markets.

More information about Itronix and its products are available at www.itronix.com

Itronix Case Study:

Sears HomeCentral

OVERVIEW: Wireless Technology
Sears, Roebuck and Co. is a leading U.S. retailer of apparel, home and automotive products and services, with annual revenue of more than \$40 billion. Sears HomeCentral, a division of Sears, is also the largest appliance repair firm in the country with technicians who make 11 million in-home repairs a year.

Since 1990, Sears strived for a wireless solution to reduce paperwork, billing costs, phone bills, efficient parts ordering and increase productivity.

The Problem: *Technology Side of Sears*

In the past, Sears technicians would start at a service center to pick up a batch of work orders, then sit down to figure out their route. At the end of the day, they would drive back with their completed paperwork.

While Sears' field service personnel were the first in using a wireless handheld device there were problems. The difficulties with processing data quickly while technicians rushed from job to job interrupted the ability to receive data reliably.

Receiving strong signals was also difficult. The need to have a wireless system that was smaller and lighter, able to process data quickly and allow technicians to be connected from around the country, Sears continued to search for a better solution.

The Itronix Solution:

A partnership between Sears and Itronix has brought wireless technology to a new level. Based on the strength of Itronix's T 5000 EFP unit, Sears and Itronix worked together to develop a custom-designed system to meet the unique needs of Sears technicians.

The result was the XC 6000 unit, designed to be lightweight, withstand environmental conditions and to maintain high performance wireless capabilities.

The customized features include alerting the dispatcher wirelessly if an agent is running behind schedule, transmitting data in real time and

connecting technicians to the Sears parts database.

As technicians complete repairs, their laptops access information via the routing offices from customer databases in Columbus, Ohio; a parts database in Dallas; and financial accounting at headquarters.

With the XC 6000 capability to connect periodically directly to the Sears inventory database, technicians are able to check on the availability and price of parts needed. In turn, customers receive accurate estimates in a timely and orderly fashion.

RESULTS: *Customer Satisfaction*

Today, computers in Sears' 80 product repair centers nationwide map the most efficient routes and schedules for service reps based on technicians' specialties, ZIP Codes, workloads and customer preferences.

Before going wireless, repair people placed 1.4 million calls per year to order parts, at a cost of between \$2 and \$4 per call. That call volume has been reduced by 80% as technicians, using Itronix notebooks, wirelessly place orders right from the Sears parts database. This alone is saving millions of dollars per year.

For the fourth year, Itronix was named Sears Partner In Progress Award Winner for 2001. The award, presented annually to the vendor companies making the biggest contributions to Sears, Roebuck and Co. business growth and customer service. Sears bestowed the award this year on fewer than 110 of more than 10,000 suppliers to Sears.

"Of the thousands of suppliers with whom we do business, our Partners in Progress award recipients have demonstrated the highest level of commitment, quality and leadership-attributes we strive to achieve in everything we do at Sears," said Sears Chairman and CEO Alan J. Lacy.

More than 17 million residential service calls are completed annually with more than 14 million wireless service orders completed on Itronix equipment in 2001.