

PRIMARY MARKING SYSTEMS INCORPORATED

SOLUTIONS AND SUPPLIES

Primary Marking Systems consolidates the best in class maintenance programs of our numerous partners, and gives clients access through the convenience and efficiency of a single point of contact.

Our on-line suite of software tools save time and money in the processes of procuring, managing, tracking, and utilizing these “Best in Class” multi-vendor IT services.

Here’s how it works:

Equipment information is loaded into the Primary Marking Systems web site where it is accessible through a secure user name (s) and password (s). Primary Marking Systems imports this data for you.

The screenshot shows a Mozilla Firefox browser window displaying the Primary Marking Systems website. The browser's address bar shows the URL <http://www.primarymarking.com/service.htm>. The website header features the company logo and a navigation menu with links for HOME, RFID, NEWS, SOLUTIONS, SOFTWARE, LABELING, SERVICE, 20/20 WMS, CATALOG, and DRUG PEDIGREE. Below the navigation menu is a search bar and a contact number: **Call us toll free: 1-888-261-9178**. The main content area is titled "Service" and contains several sections: "Primary Marking Offers the Complete Service Solution", "Thermal Label Printers", "Parts Distributor", "Mobile Computers", "Ink Jet & Printer Applicators", and "Service Tracker". To the right of the text is a "LOGIN TO SERVICE TRACKER" form with fields for E-Mail and Password, and a "submit" button. Below the login form is a "Fill out the service information request form below." section with fields for Name, E-Mail, Phone, Job Title, Company Name, Address, City, State, and Zip.

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Once logged into the system, end-users, technical support staff, or IT administrators can easily access all equipment, and location information through a variety of search fields, including city, address, serial number, service level, and contract number.

Tracker Search - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.svcvar.com/modules/tracker/index.php?customer=8power%5B5SERIALNUM%5D=&searchStart=Search

Getting Started Latest Headlines

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Welcome Demo - January 18, 2008 12:43 pm

Tools

- Service Call Report
- Tracker
- Manage Asset
- Request a Quote
- Logout
- Home

Search:

Location: Somewhere - 123 32nd Street

Service Level: D1d- Depot Hot Spare, D3d- Depot 3 Day, D5d- Depot 5 Day

Contract #: No contract, Primary Marking Demo

Serial #: 11, 111, 1111

Search Reset Only Results

Results: 1 - 20 of 73 Page 1 of 4 Next

Request Supplies	Service Call	Location	Location Contact	Contract #	Serial Number	Service Level	Mfg	Model	Config IP	Term	Unit Price	Tech Support
Request Supplies	Place Service Call	Somewhere - 123 32nd Street		Primary Marking Demo	A11111	Q1d	Printonix	P300		10/01/04-09/30/05	\$1000.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 32nd Street		Primary Marking Demo	B22222	Q1d	Printonix	P300		10/01/04-09/30/05	\$1000.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 32nd Street		Primary Marking Demo	9611302	D5d	Intermec	12345	config	11/10/03-11/11/04	\$1550.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 32nd Street		Primary Marking Demo	9611303	D1d	Intermec	12345	config	11/10/03-11/11/04	\$1550.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 32nd Street		Primary Marking Demo	9611304	D1d	Intermec	12345	config	11/10/03-11/11/04	\$1550.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 32nd Street		Primary Marking Demo	9611305	D1d	Intermec	12345	config	11/10/03-11/11/04	\$1550.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 32nd Street		Primary Marking Demo	9611306	D1d	Intermec	12345	config	11/10/03-11/11/04	\$1550.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 32nd Street		Primary Marking Demo	9611307	D1d	Intermec	12345	config	11/10/03-11/11/04	\$1550.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 32nd Street		Primary Marking Demo	9611308	D1d	Intermec	12345	config	11/10/03-11/11/04	\$1550.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 32nd Street		Primary Marking Demo	5456711	Q7d	Symbol	222341		10/01/02-12/31/03	\$1655.00	800-000-0000

Done

Here, service calls can be placed by choosing the device by serial number, clicking on the red "Place Service Call" letters. If you need other questions answered, click on the link to your Primary Marking Systems account manager, or give us a call.

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Once the device in need of repair is chosen, type in a brief description of the problem, along with contact information for the technician, and your service request is directly and immediately sent to the service help desk.

Service Call - Mozilla Firefox
http://www.svcvar.com/modules/tracker/service.call.a.php?eqid=24661

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Welcome Demo - January 18, 2008 12:43 pm

Tools	Shipping Information:
Service Call Report	Company Name: Primary Marking Demo
Tracker	Location Address: 123 32nd Street
Manage Asset	City, State & Zip Code: Somewhere, IL 77777
Request a Quote	Site Contact Name: <input type="text"/>
Logout	Site Contact Phone Number: <input type="text"/>
Home	Site Contact Email: <input type="text"/>
	Equipment Information:
	Serial Number: A11111
	Manufacturer: Printronix
	Model Number: P300
	Description of Problem: <input type="text"/>
	<input type="button" value="Submit Service Call"/>

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Done

Primary Marking Systems then sends you an email confirmation to confirm call placement date, time, and work order data.

You will always receive an electronic record of the call placement.

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Primary Marking Systems also provides on-line service call history reporting. Sort by site, serial number, model number, or date range. Know when calls were opened and closed, what the problem was, and whether service levels were met.

The screenshot shows a web browser window displaying the Primary Marking Systems application. The interface includes a navigation menu on the left with options like 'Tools', 'Service Call Report', 'Tracker', 'Manage Asset', 'Request a Quote', 'Logout', and 'Home'. The main content area features search filters for 'Location', 'Service Level', 'Contract #', 'Serial #', 'From', 'To', and 'Status'. Below the filters is a 'Search' button and a 'To Do List' table.

Ticket	Date	Location	Serial #	Model #	Client	User	Description	Status	Met SLA
9410	2006-05-20 16:31:58	Somewhere - 123 32nd Street	111	PDT7546	Primary Marking Demo	User Demo	Bat Gauge and Backup Bat test	CLOSED 05/22/06	yes
9417	2006-05-20 10:22:27	Somewhere - 123 32nd Street	44444	Z170xIII	Primary Marking Demo	User Demo	Bat Gauge and Backup Bat POST	CLOSED 05/22/06	yes
9416	2006-05-20 10:22:01	Somewhere - 123 32nd Street	33333	Z170xIII	Primary Marking Demo	User Demo	Will not boot	CLOSED 05/22/06	yes
9415	2006-05-20 10:21:39	Somewhere - 123 32nd Street	22222	Z170xIII	Primary Marking Demo	User Demo	Will not boot	CLOSED 05/22/06	yes
9414	2006-05-20 10:21:13	Somewhere - 123 32nd Street	444	PDT7546	Primary Marking Demo	User Demo	Display screen is going bad.	CLOSED 05/22/06	yes
9413	2006-05-20 10:20:52	Somewhere - 123 32nd Street	444	PDT7546	Primary Marking Demo	User Demo	Keypad POST Test Failure Key	CLOSED 05/22/06	yes
9412	2006-05-20 10:20:32	Somewhere - 123 32nd Street	333	PDT7546	Primary Marking Demo	User Demo	Laser does not work.	CLOSED 05/22/06	yes
9411	2006-05-20 10:20:09	Somewhere - 123 32nd Street	222	PDT7546	Primary Marking Demo	User Demo	Laser does not work	CLOSED 05/22/06	yes

If you need service call escalation assistance, the Primary Marking Systems staff will interface with the service vendor, so you don't have to.

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Our software tools also give you the ability to customize service call history reports, and email or export to CSV.

The screenshot displays a web browser window titled "Email Report - Mozilla Firefox" with the URL <http://www.svcvar.com/modules/tracker/todo.mail.php>. The browser's address bar shows the URL, and the search bar contains "Google". The page header features the Primary Marking Systems logo and a welcome message: "Welcome Demo - January 18, 2008 12:44 pm".

The main content area is divided into several sections:

- Tools:** A sidebar menu on the left contains the following items: Service Call Report, Tracker, Manage Asset, Request a Quote, Logout, and Home.
- Form Fields:**
 - From:** A text input field containing "bkelly@iservicepartners.com".
 - To:** An empty text input field.
 - Notes:** A large empty text area for adding notes.
- Field Selection:**
 - Available Fields:** A list of fields including Contract #, Serial #, Model #, Client, Description, Status, Location, Service Level, Date, and Met SLA. A "Sort list" link is located below this list.
 - Selected Fields:** An empty list for fields chosen for the report.
 - Control Buttons:** Between the lists are buttons for "Add All", "Add", "Remove", and "Remove All". To the right of the "Selected Fields" list are "Item Up" and "Item Down" buttons.
- Email Options:** At the bottom, there are radio buttons for "HTML email" and "Plain email", along with "Email" and "Reset" buttons.

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Done

IT Hardware Maintenance & Asset Tracking

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You can manage assets *not on contract* with Primary Marking Systems through the Asset Tracking Tool. Primary Marking Systems helps you manage your IT devices, whatever they are, wherever they are.

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The Asset Tracker also allows you to manage the key IT personnel associated with all or part of your equipment, contracts, and locations. You decide which personnel can view all or part of your account by assigning user groups and use permissions within the user profile.

The screenshot shows a Microsoft Internet Explorer browser window displaying a user profile page. The address bar shows 'http://www.iservicepartners.com/'. The page content is organized into several sections:

- PRODUCTS & SERVICES:**
 - Asset Tracking
 - Place A Service Call
 - Request A Quote
 - Logout
- CONTACT US:**
 - User ID: 137
 - Master Account ID: 1043
 - First name: Tom
 - Last name: White
 - Email: tom@demo.com
 - Title: location contact
 - Company: Demo Company
 - Address 1: 1212S. Damen
 - Address 2:
 - City: Los Angeles
 - State: CA
 - Zip: 12123
 - Country:
 - Phone: 213-111-1111
 - Fax: 213-111-1112
- User Groups:**
 - Group Name: Demo Customer - (Primary)
- User Permissions:**

Application	Create	Edit	Delete
Custom			
Manage Assets	Y	Y	Y
Maintenance Tracker			
Service Call Report	Y	Y	Y
Tracker	Y	Y	Y
- User Sites:**
 - Allowed Sites:
 - Chicago - 1S. Michigan Ave - (0)
 - Niles - 7300 N. Melvina Ave. - (79)

More of the Primary Marking Systems web features can be accessed at www.primarymarking.com including an interactive asset tracker demo. For more information, please give us a call, 888-261-9178, or dial into our Request-A-Quote web feature.