

TouchStar Solutions is a
Moto Corporation Company

Customer Service with the winning "Touch"!

"Your success is our success -" says Tom Young, Customer Services Manager, "and we are here to make it happen." Our customer service team offers you:

- Guaranteed delivery on orders and repairs tailored to suit mission critical applications.
- A single point of contact for technical phone and e-mail support, diagnostic troubleshooting, and hardware maintenance.

Our team is passionate

Our people are passionate about our customers' experience. Many organizations choose their engineering and support staff on the basis of their technical expertise. This is certainly a key attribute for TouchStar personnel as a whole. However, TouchStar's hiring process only starts here and then we continue searching until we are sure that we discover that "customer advocacy" in every individual we hire.

Our Processes

Our processes and procedures follow our internal "continuous improvement" focus, have been developing over 20 years and still today we find new ways to hone them. Every week a report goes to the management team for detailed assessment. With the goal of improving these processes, each initiative is analyzed from perspective of delivering consistent and leading customer service, every time! This report is the output of our standard processes and procedures which are reviewed weekly on the basis of new learning's -- fine-tuned to ensure constant and customer-centric improvements.

Our Services

In line with our culture of continuous improvement, TouchStar is pleased to introduce an enhanced support structure to better suit your needs. This flexible structure allows you to tailor TouchStar's offered support services with the demands of your business.

>Hardware Support

SERVICE EXCHANGE - Ideal for customers with mission critical deployments that require a 24 hour turn around on equipment replacement.

- **PRIORITY SERVICE** - For customers requiring a 5 business day turn around on equipment repairs.
- **STANDARD SERVICE** - For customers requiring a 30 business day turn around on equipment repairs.

>Software Support

Offers freedom from obsolete software with the inclusion of:

- Software and Operating System Updates
- Patches, Hotfixes and Service Packs
- Version Management

>Call Center Support

Like any of our adaptive solutions, Help Desk support is tailored to your needs through:

- **END USER SUPPORT** - Offers end users and operators pass code to TouchStar's toll-free helpdesk support center.
- **REGIONAL HELPDESK SUPPORT**- Toll-free support for your regional help desk network from TouchStar's support technicians.
- **CENTRAL HELPDESK SUPPORT**- Toll-free support for your central help desk location to TouchStar's helpdesk team.
- **ADAPTIVE HOURS**
TouchStar's Helpdesk is there for you, with hours that match your business needs.
- **FIELD SUPPORT**
Clients have the option of requesting onsite services on an "as needed" basis, or can take advantage of our authorized installation agents located throughout North America.

In line with our total commitment to customer-centric service, TouchStar provides "one-stop-shop" with access to our diverse range of products and services that may be tailored to suit the individual business needs of the customer.

Contact TouchStar Customer Services one stop technical support, repair, maintenance and installation facility direct at: 877-55-TOUCH or via email at: supportus@touchstarsolutions.com and look for our new offerings soon!

Introducing... The TOUGH-PC Barcode Scanner

TouchStar is pleased to announce the newest peripheral device available for our TOUGH-PC product line. Capitalizing on the TOUGH-PC's compact and modular design, the scanner extends the device's usability while optimizing it for quick and easy integration. The device has been built on fuzzy logic processing, which delivers a new level of performance. It offers premium scanning for new Reduced Space Symbolologies® (RSS) as well as existing 1D Symbolologies, so poorly printed, damaged or low contrast scans can be read.



The scan line is easy to see even in outdoor applications. The new software control allows the dual-scan angle to be switched from standard to narrow, which offers fast and accurate bar code reading on menus and pick lists. The TOUGH-PC scanner can even read through the windshield of a car, unlike almost any on the market. The Barcode Scanner matches the TOUGH-PC's ruggedness, compact size and high shock rating, making it a perfect fit for everyone with a mobile workforce.

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Cassens Transportation makes great moves with the TOUGH-PC



After nearly two years of searching, Paul Falbe has finally found the answer to his hardware needs. Paul had been looking for a handheld solution that would eliminate paperwork for drivers and clerical staff at Cassens Transport Company. He discovered exactly what he wanted in the TOUGH-PC TDA.

Paul Falbe is the Manager of Application Development for Cassens, a leader in automotive logistics solutions. Since their start in the 1930's, Cassens has become one of the largest automobile haulers in the U.S. They transport vehicles for companies such as Chrysler, Ford, Nissan, Honda, Subaru and Toyota. The company's continuing growth made it very challenging for the organization to run efficiently. Automation of their paper intensive processes became a critical step for Cassens to take in order to keep up with their exceptional growth.

As Paul looked at various products over the years, he was unable to find a handheld device that met all of his specific needs. One thing he wanted was a Linux based platform. Cassens was already using a Linux operating system in their offices. Paul wanted to find a Linux based mobile device in hopes that, "it would create a more natural and easy transition into mobile computing for everyone." Along with having a Linux OS, Paul needed a, "rugged handheld that could withstand the elements like an occasional drop, water or temperature variations." The final, and most important thing he needed, was a barcode scanner. Not just any scanner, but one that could scan through automotive windshields. In the transportation business that was essential to creating an effective solution.

Paul first came across TouchStar at a tradeshow in Florida back in 1998. In 1999, TouchStar and Cassens worked together on a different hardware project for their Kansas City office. But soon after, Cassens decided that deployment company wide would be too costly and a bit premature for them.

Paul contacted TouchStar a few years later to see, "if they had anything that might suit" his existing needs. Cassens was ready for, and in need of a mobile solution. Fortunately for Paul, the TOUGH-PC TDA had just made its debut, and it was just what he needed. The TOUGH-PC TDA is one of the most rugged palmtops on the market with a Linux OS, yet it lacked the scan-through windshield barcode reader. In order to provide Paul with a complete, handheld solution, TouchStar turned to two companies for assistance: SDG Systems and Semtek Innovative Solutions.

TouchStar first contacted Linux device developers SDG, to assist in the creation of a Linux driver for the barcode reader. At the same time, Cassens began working with Harri Porten of froglogic.com to develop a GUI toolkit. The toolkit made programming the application to the handheld much easier. SDG also helped Cassens complete the development of their TruckPC, which facilitates getting data to the home office. Cassens also created a custom data communications server that enables drivers to choose between Cingular or Verizon networks to transmit data from the handheld.

TouchStar then turned to peripheral device developers, Semtek Innovative Solutions to help in the design and development of the barcode scanner. After a few months of work, many design examples, and a few demo models, the TOUGH-PC Barcode Reader was ready for field-testing.

Cassens was looking for and found a technology partner that offered technical expertise with a track record of meeting deadlines. TouchStar was able to support their needs and create a winning solution for Paul and his team. In January, Cassens began deployment of 280 units in the field. After the success is evaluated, they are looking to deploy over 500 more units in their company. We will follow up with Paul in a coming issue to find out more on the project and its progress.



Step Into the Shoes-The Tailoring Begins

In last months article entitled "Step Into The Shoes, The Solution", TouchStar's solution consultant, Bob demonstrated a solution for your washing machine service business.

For the duration of Bob's last visit to your business, the discussion of solution requirements took place. Together with Bob you determined that ServiCE is the most appropriate TouchStar adaptive solution to meet your business requirements. Also discussed and determined was a suitable handheld device that would deliver the required features and allow your business to gain the expected return on investment.

Today you and your washing machine service business commit to the solution discussed during your last meeting. TouchStar's in-house developers begin specifically the required tailoring for ServiCE adaptive solution in order to fit in with your business requirements and processes.

The TouchStar team produces a detailed document that incorporates the technical requirements that compliment the business processes discussed in earlier meetings. The document includes elements such as business processes interface design & technical specifications.

At your next meeting the TouchStar development team delivers the tailored document for your washing machine service business and gives a detailed explanation on its content in simple terms so you as business person can understand. Once you have read and agreed to all content within the document you are asked to sign-off so the TouchStar team can start the next phase in your solution development.

In next month's issue, the TouchStar development team tailors their ServiCE software to meet the agreed specifications.

