

# LOGISTICS & INTEGRATION SOLUTION CENTERS



**ZONES**

# Accelerating the time to achieve full business benefits



## INTEGRATION SERVICES

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Our full line of pre-shipment services minimizes the time from receipt of product to installation, whether that be on a user's desk or in a corporate data center.

- Imaging and Deployment
- Hardware & Software Installation
- Mobility Solutions Deployment
- Asset Tagging & Labeling
- Store/Office in a Box
- Etching Services



## LOGISTICS SERVICES

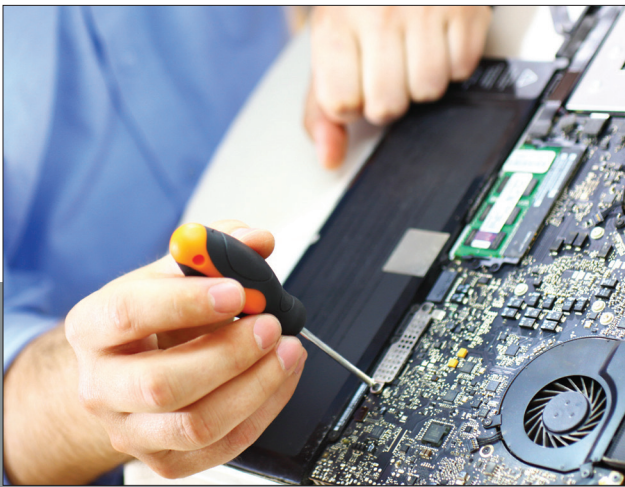
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Our experts ensure your equipment arrives safely, economically, and on schedule. We work with major carriers, engage freight companies, and coordinate custom deliveries.

- Kitting Services
- Custom Packing & Labeling
- Custom Palletization
- Box-less Delivery



As businesses rely more and more on technology to drive business gains, it's more critical than ever to shorten the time between starting a project and achieving total business value. To help close the time gap, we take care of all aspects of technology deployment, packaging, and delivery to create a worry-free experience. The certified engineers and technicians at our three company owned Logistics and Integration Centers located throughout the United States ensure the smooth delivery of rollouts of any size.



### **DEPOT AND IT ASSET DISPOSAL (ITAD) SERVICES**

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We specialize in streamlining the entire IT lifecycle by including ITAD services. You'll have peace of mind, knowing that old IT equipment is handled in a safe, secure manner.

- Data Destruction
- Remarketing
- Equipment Disposal
- Refurbishment & Restock
- Depot and "Share in the Air"



### **PROJECT MANAGEMENT SERVICES**

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Our project managers will partner with your team to ensure your high impact and time sensitive IT projects are completed within budget, scope, and schedule.

- Delivery schedule management
- Integration & logistics team resource schedule
- Freight/delivery management
- Closeout meeting

# INTEGRATION SERVICES

Zones' Integration Services provide a full line of pre-shipment services to ease the deployment of IT equipment for our customers. The goal of Integration Services is to minimize the time from receipt of product to installation, whether that be on a user's desk or in a corporate data center.

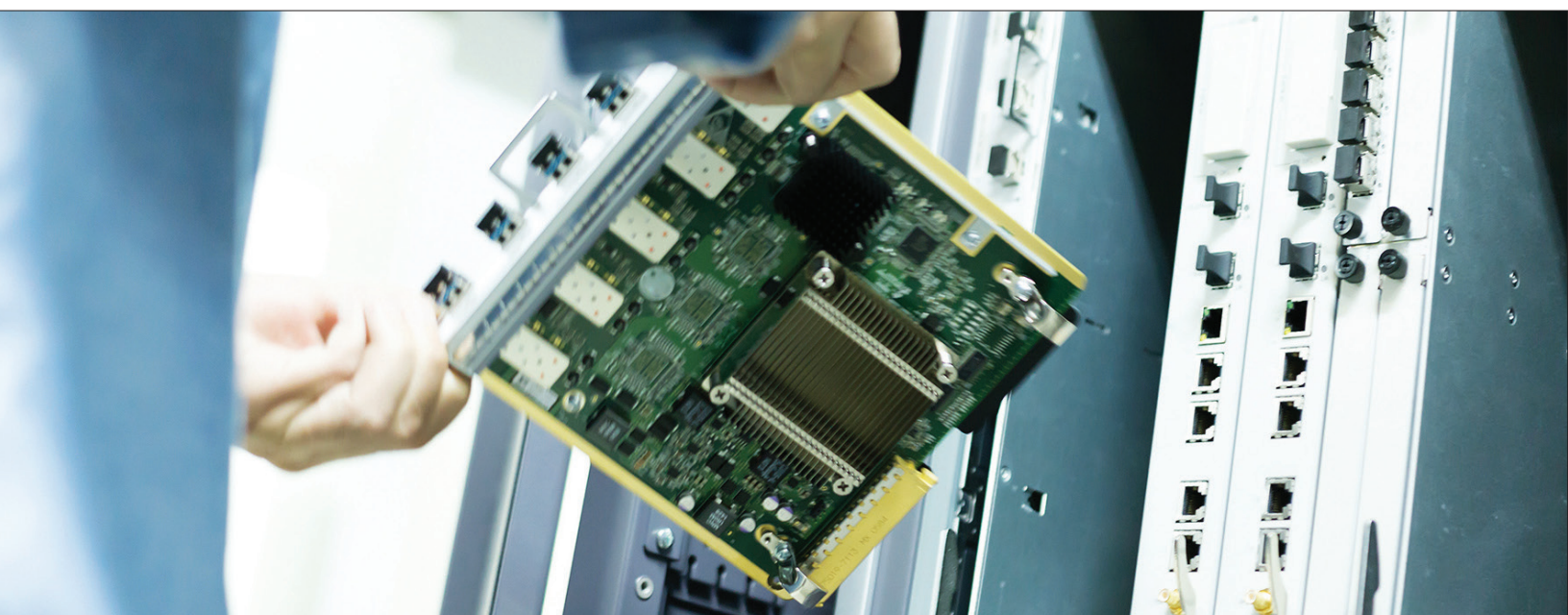
## IMAGING AND DEPLOYMENT

Whether it is a single desktop or a thousand-unit laptop rollout, having a standard software load on each PC or laptop significantly reduces the amount of time required to deploy a device to end user's hands. Our Integration Services can provide a variety of imaging and deployment solutions.

**Imaging** – Zones can receive a customer-provided image or capture a master system and store the image on our dedicated image server. Once captured, the image can be deployed to all PCs or laptops shipped. All software is preloaded and ready for use upon device arrival.

**Deployment** – Utilizing a modular approach to operating system and application installation, customers can manage deployment of multiple hardware models and software applications through a single deployment solution. By installing a dedicated VPN tunnel setup between your organization, Zones can host a local distribution server, deploying PCs directly from the customer's deployment environment.

**End User Setup** – The goal of zero-touch deployment is to deliver a fully loaded and ready to use device to an end user without any intermediate interaction before delivery. Zones can setup PCs for your end users, including task such as installing user specific software, setting up Outlook email, and customizing user preferences.





## **HARDWARE INSTALLATION**

Our certified technicians ensure that the servers, racks, desktops, and laptops you purchase from Zones arrive at your facility built to your specifications, fully tested, and ready to use.

## **SOFTWARE INSTALLATION**

Zones Integration Services include a variety of installation services. From operating systems to anti-virus applications, we'll load everything a user needs to be productive right away.

## **MOBILITY**

Zones Integration Services can setup and deploy mobility devices such as iPads, Chromebooks, and Surface Tablets and provide value-added services such as case and screen protector installation prior to shipping.

Our technicians can prepare mobility devices so they're ready for use upon arrival. Mobility deployments can include enrollment in to a Mobile Device Management (MDM) server, installation of customer profiles and certifications, installation of apps, and tablet personalization. In addition to providing for a mobile workforce, Zones can also execute deployment of tablets as customer facing tools such as information kiosks and point of sale devices.

## **ETCHING SERVICES**

Etching services can provide that personalized touch to any corporate asset. From the simple "Property Of" to a corporate logo, Zones etching services can make any device a personal device.

## **ASSET TAGGING AND LABELING SERVICES**

Our technicians can apply customer-provided asset tags to all specified equipment prior to shipment. All serial numbers and asset tag numbers will be collected and uploaded in to the Zones ERP system. Once loaded, you can generate reports from the ZonesConnect online portal or request them from your Zones sales team.

We also provide Data Collection services that forward device specific information such as a MAC address or the cellular information needed to activate cellular service prior to delivery. Like asset tag information, this data is uploaded in to Zones' ERP system and is available for reporting.

Our Integration team can affix custom labels to equipment to communicate generic information like Help Desk phone numbers or information specific to the equipment, such as date of purchase, PO or lease numbers, or an assigned computer name.

## **STORE/OFFICE IN A BOX**

Our Integration team can design and deliver a complete "Store in a Box" or "Office in a Box" solution that combines all of the preconfigured hardware, software, and networking equipment you need to hit the ground running at stores or branch and remote offices. Your sales executive and an appointed member of the Integration team will work with you to establish a build playbook that details all required services.

## **QUALITY ASSURANCE PROGRAM**

All Integration Services are closely monitored by our dedicated Quality Assurance (QA) technicians and are inspected throughout the deployment process. Customer specific QA documents your customized deployment process is followed to ensure quality is maintained on all orders.

# LOGISTICS SERVICES

Our expert logistics teams ensure your equipment arrives safely, economically, and on schedule. We work with major common carriers for standard package and small freight deliveries, and engage several freight companies to execute large deliveries such as LTL (Less than Truckload), FTL (Full Truck Load), and custom delivery services. We also provided custom local delivery and special delivery services such as box-free deliveries, using our own delivery trucks.

## KITTING SERVICES

Our kitting services optimize time-to-value for your equipment, and productivity for your people. Our kitting team performs services such as combining a laptop, docking station, and carrying case in a single box and shipping it directly to an end user.

## CUSTOM PACKAGING AND LABELING

Custom configurations deserve custom packaging. When a custom configuration prevents a unit from being shipped in its original packaging, we'll design a custom solution that ensures safe delivery of your equipment. Custom packaging and labeling can also ensure that critical shipments get the attention they deserve. We can affix high-visibility labels that direct the deliveries to specific people or locations, or provide custom colored boxes so specific items stand out from of a truckload of deliveries.

## CUSTOM PALLETIZATION

We'll work with you to ensure that we understand the delivery requirements and ensure that product is delivered in a satisfactory manner. This can include defining specific pallet cube dimensions, custom pallet wrapping colors, or even designing custom pallet sizes to allow delivery through odd size doors.

## BOX-LESS DELIVERY

We offer delivery of product that has been removed from its original packaging, eliminating the need for you to dispose of packaging waste. Utilizing rolling racks and pallets, we'll securely transport unboxed items and dispose of original packaging





# DEPOT AND IT ASSET DISPOSAL (ITAD) SERVICES

Our ITAD services give you peace of mind, knowing that your old IT equipment is reused or disposed of in an environmentally safe manner that satisfies all Federal, State, and Local laws and regulations. We also ensure that any resident data is securely managed and then wiped from storage devices before disposal.

## DATA DESTRUCTION

Zones can provide secure data destruction through the wiping of hard drives, adhering to DoD 5220.22m standards for data destruction. For additional security, or in cases where a drive is not functional, drives will be physically crushed, rendering the drives unreadable. A Certificate of Destruction will be provided for the devices that were processed.

## REMARKETING

We can help resell your retired equipment under a revenue sharing agreement, increasing overall ROI for decommissioned assets.

## EQUIPMENT DISPOSAL

We work exclusively with R2- and e-Steward-certified recycling companies to ensure e-waste is disposed of in a safe, legal, and environmentally friendly manner. We can provide a log of equipment received and disposed to ensure that the phasing out of old equipment is complete and properly documented.

## REFURBISHMENT AND RESTOCK

We help lower IT costs by offering a refurbishment and restocking program. Refurbishment ensures that equipment is fully functional, clean, and repackaged before stocking in our Logistic Center. You can then redeploy it on-demand, reducing IT spend on new equipment.

## DEPOT AND “SPARE IN THE AIR”

Our “Spare in the Air” programs minimize down time for users. Using a seeded spare pool, we can ship pre-configured replacements to end users, along with instructions to return the defective unit. Our certified technicians will diagnose and repair the defective unit and return it to the depot stock for future use.



# PROJECT MANAGEMENT SERVICES

- Coordinating delivery schedules and managing T-schedules with Zones teams and customer
- Tracking and verification of receipt of product into Zones Logistics and Integration Center
- Coordination with Logistics and Integration teams to schedule resources and complete services
- Coordination with Freight team to ensure freight logistics are scheduled
- Ensure product is released, integrated, and shipped to meet scheduled delivery dates
- Follow-up with Zones teams and customer as necessary

## LOCATIONS

### MIDWEST

Carol Stream, IL

Less than 15 miles from Chicago O'Hare airport, the Midwest Logistics and Integration center can ship to over 75% of the United States within 3 business days.

- Distribution center
- Integration center
- 9,000 Picking locations
- Over 300 dedicated bench locations for integration and deployment services
- Dedicated space for mobility deployment
- Dedicated space and power for rack and server deployments
- Secure server room for customer server and Peer-to-Peer VPN hosting
- 14,000 Sq. Ft. dedicated to customized packaging and labeling services
- All major IT distributors are located within driving distance
- Local deliveries via a dedicated Zones truck

### NORTHWEST

Kent, WA

Less than 10 miles from SeaTac airport, the Northwest Logistics and Integration Center acts as Zones' primary distribution location for our West Coast customers.

- Distribution center
- Integration center
- 2,200 Picking locations
- Over 200 dedicated bench locations for integration and deployment services
- Dedicated space for mobility deployments
- Dedicated space and power for rack and server deployments
- Secure server room for customer server and Peer-to-Peer VPN hosting
- Local deliveries via a dedicated Zones truck

### SOUTHERN CALIFORNIA

Cerritos, CA

Located near I-5 with direct access to the Los Angeles, Orange County, and San Diego metropolitan areas.

- Distribution center
- Integration center
- Dedicated bench locations for integration and deployment services
- Dedicated space for mobility deployments
- Local deliveries via a dedicated Zones truck