



Providing a targeted approach to strategic technology implementation.

## The RMS Omega Advantage

For over 20 years, RMS Omega has been helping organizations large and small, design, deploy, manage, and service RFID, barcode, data collection, wireless, mobility, and location technology throughout the United States and Canada.

We work diligently to develop the most reliable, innovative, and future-proof technology solutions to solve our customer's business challenges. Our goal is to provide the maximum value to every one of our clients by incorporating the proper hardware, software applications, professional services, and support into every solution.

### Improving Outcomes

#### Industry Experience & Expertise

What works in one industry may not work in another. That's why we strive to service targeted industries we know inside and out. Our professionals bring valuable experience to clients in:

- **Healthcare**
- **Manufacturing**
- **Warehousing & Supply Chain**
- **Transportation & Logistics**
- **Mobile Workforce**

#### Enterprise Mobile & Tracking Applications

Our team has been developing enterprise mobile and tracking solutions for decades. We are barcode, data collection, wireless, and mobility masters, designing strategic technology solutions to improve productivity, meet new compliance demands, and reduce operating costs. We support businesses of all sizes to select, deploy, support, and service technology products to capture, manage, and integrate business, personal, or product data.

#### Wireless Infrastructure Team

Our experienced RF technicians visit customers to evaluate, design, install and service wireless networks for industrial environments nationwide.

#### Label & Supplies Experts

Using the right labels, tags, and printing supplies is just the first step to reliable and accurate barcode scanning and printing. We're here to help choose the right product for each situation.

#### Location Technology Solutions | RFID | RTLS

In a world with an ever-increasing demand for immediate goods and new compliances, the need to track assets, people, and data with absolute precision is now a necessity to remain competitive and continue to exceed customer expectations. With the right combination of RFID and RTLS (Real-Time Locating Systems) technologies, there are new opportunities to improve operational processes and increase productivity.

RMS Omega is one of a select group of RFID and location-ing solution partners in the United States, certified by Zebra Technologies.

We are experts in tracking and location technology and are here to help you improve outcomes for your organization, your customers, and your communities. With a talented development team, we have produced several in house RFID applications you won't find anywhere else:

- ASSETracs provides critical asset tracking – expediting accurate inventory counts and reducing the time spent searching for misplaced items.
- TAGTalk is our RFID middleware, a program that functions like command central, configuring your devices and connecting them to the backend system and database. TAGTalk defines how your RFID system collects and processes the information on each tag.
- Our patented patient identification solution, RestEasy RFID, was developed to promote better patient care allowing for instant identification without disturbing a patient. Originally designed and deployed for the tiniest of patients in the NICU, RestEasy RFID is making an impact in hospitals nationwide.



## Professional Services & Support

RMS Omega provides a broad range of professional services to provide customers with a complete and total technology solution. Some of our most popular services include hardware and software deployment, device management, technical support, and wireless services.

### Authorized Repair Service

At RMS Omega, we understand the importance of keeping our technicians up to date and trained. RMS Omega provides Zebra certified repairs and manages support contracts for all of our customer's devices and printers.

### On-Site Service

RMS Omega provides on-site service for large printers that are too heavy to ship for repair and maintenance. Our technicians will also come on-site for wireless infrastructure services, including the design, install, analysis, and optimization of enterprise networks.

### Help Desk

Have a question or having trouble? We're here to take that first phone call if something isn't right. Our team is here to be every client's first point of contact. Get peace of mind with our help desk support services.

### Deployment Services

Get up and running faster when your system is installed properly the first time, and devices are charged, pre-loaded with software, and ready to work right out of the box. Our professional services team will help with installation, project management, activation, training, pre-configuring devices, and deploying software applications. Our technicians perform these services every day and have many years of experience.

### Training & Optimization

Proper installation, training, and user adoption are essential for every successful project. We are here to be a trusted partner and first line of support for training and technology adoption as well as on-going support and maintenance for continual improvement. RMS works with each client to ensure proper and efficient use of their technology investment. We provide communication and training for clients to take ownership and initiative in improved workflows.

## Wireless Services

RMS Omega's wireless services can pinpoint and correct the problem areas—including the potential weak spots that could show up later. We can correct poor coverage, dead zones, and incorrectly installed hardware that could be causing significant network issues.

### Wireless On-site Surveys

Several factors may impact a wireless network's coverage such as walls, poles, temperature, metals, or interference from other RF networks. A wireless site survey will identify the factors in your work environment that could affect continuous wireless coverage.

### Network Design, Analysis & Optimization

With the right amount of access points in the right places, your wireless connection should be at its strongest. Our RF technicians will design your network for optimal coverage from the start. We can also analyze, correct, or improve current systems to eliminate dead zones and enhance coverage throughout your facility.

### On-site Installation & Training

RMS Omega will install your wireless system, equipment, and software, and then train your staff how to use it efficiently. Our services team will set up everything from the start by running cables, mounting access points, and ensuring all wireless equipment is installed properly and connected to your network.