

# IMPLEMENTATION SERVICES



ShockWatch® Implementation Services help you optimize the full value of your ShockWatch Equipment Monitors. Our knowledgeable technicians provide thorough on-site training for proper installation and effective long-term usage. With a complete understanding of ShockWatch technology, you will immediately begin to realize improved and sustainable levels of safety, productivity, and damage prevention.



## Implementation Services

- **On-site training** — ShockWatch trains your operators and managers in correct use of the product and software, accelerating your return on investment.
- **Software installation** — Whether you want to save the program on a single PC or on many computers across your enterprise, ShockWatch works with your IT department to ensure proper software installation and functionality.
- **Database set-up** — ShockWatch provides a thorough understanding of the database relationships needed to maximize the software functionality to your environment, and will populate the database for an additional fee.
- **Unit installation** — Factory-trained representatives offer training and early-stage supervision for the proper installation of all ShockWatch Equipment Monitors.
- **Unit configuration** — ShockWatch configures all your Equipment Monitors to fit your needs.
- **Operation validation** — ShockWatch ensures that all units perform optimally and meet your requirements.

## Benefits

- Save time with professional set-up and troubleshooting.
- Save money with fast implementation, allowing for immediate and long-term reduction in damage-related costs.
- Ensure safety by working with ShockWatch experts who understand your OSHA-compliance concerns.
- Optimize all the equipment features for your needs.
- Minimize equipment downtime during implementation.

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## ■ Service Offerings

ShockWatch Implementation Services are available for any implementation you require, including demonstrations, trial periods, or complete installations. Most implementations will require two on-site consultations.

- **First consultation** (*estimated time — two days*)  
ShockWatch visits your facility and provides:
  - Training and supervision for the installation of one to three units
  - Software configuration on one to three units
  - Verification that the units are communicating properly
  - Basic training on database decision points
- **Second consultation** (*estimated time — two days*)  
Customer must complete the installation of all units prior to the second consultation. ShockWatch visits your facility and provides:
  - Complete software training
  - Configuration of all equipment monitors
  - Testing and verification of the performance of all equipment monitors
  - Operator training to ensure that the devices are used correctly to realize full benefits

## ■ Customer Responsibilities

Before ShockWatch arrives, you must:

- Order all equipment monitors and have them in your facility
- Install the software
- Identify and have all resources available for device installation and IT assistance on the scheduled service dates
- Participate in a teleconference with ShockWatch Technical Support to determine readiness for implementation services

## ■ About ShockWatch Equipment Monitors

ShockWatch Equipment Monitors detect impacts, control access, and collect usage data for complete, wireless fleet management. Improve workplace safety and ensure OSHA compliance while reducing damage-related costs. Plus, minimize downtime through optimal maintenance scheduling. With ShockWatch Equipment Monitors, create a safer, more efficient facility.

Select from three specialized monitors — the EquipManager™, FleetControl™ Manager and ImpactManager™ — to find the right solution to improve operations in your facility. These devices serve as a deterrent to mishandling and notify you when misuse does occur. Supporting EquipCommand™ software gives managers the tools to analyze equipment usage and operator behavior, allowing them to make smarter decisions about their material handling operations.



To ensure optimal integration of ShockWatch Equipment Monitors in your facility, depend on ShockWatch Implementation Services. Professional implementation allows you to experience immediate and long-term improvements in safety and damage reduction throughout your enterprise.

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