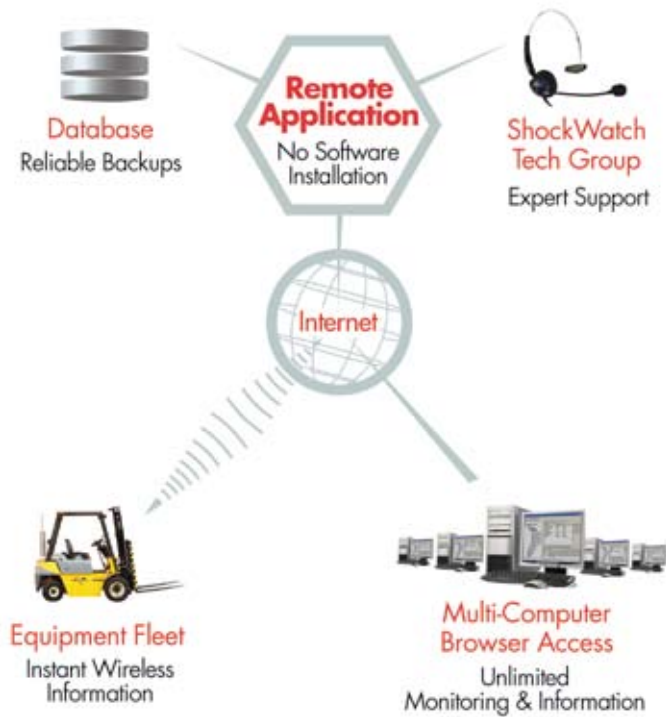


REMOTE DATA MANAGEMENT SERVICE



The ShockWatch Remote Data Management (RDM) Service maximizes your productivity by delivering information where and when you need it.

Because you can't be everywhere at once, RDM Service provides secure, Web-based access to information provided by the ImpactManager™ RF and EquipManager™ Equipment Monitor hardware and software applications. RDM Service allows you to manage your assets around the clock. With RDM Service, you always know how your equipment is being used. ShockWatch technicians offer complete support—from initial setup to continual, long-term database maintenance. With this comprehensive service offering, you can maximize the value of your ShockWatch Equipment Monitors—and make smarter management decisions.



■ Remote Data Management (RDM) Service

- **Database configuration and reports**— ShockWatch personnel work with you to understand what operating parameters are important in your environment and then structure the database reporting accordingly
- **Daily notification**— ShockWatch will e-mail you a list of any equipment monitors not reporting in to the server
- **Database/software management**— ShockWatch manages the details—database backups, software updates, and database updates—so you are free to concentrate on your business

■ Benefits

- Manage your valuable assets more effectively
- Save time and ensure accurate configurations with professional software setup
- Stay productive with long-term support and troubleshooting provided by ShockWatch technical specialists
- Access information and generate custom reports online from any computer
- Enable comprehensive facility management by sharing data among multiple managers at the same time
- Protect data with a unique user name and password

REMOTE DATA MANAGEMENT SERVICE

■ Service Offering

ShockWatch RDM Service includes secure, comprehensive hosting, reporting, and maintenance support for your equipment monitor software.

Database Setup and Administration

- Setup of initial database
(maximum of 8 hours or 1,600 data entries)
Configuration may include any of the following parameters:

- Operator information
(training, certifications, performance, etc.)
- Equipment access requirements
- Safety checklist
- Equipment utilization
- Impact threshold
- Text and/or e-mail messaging for events of interest
- Battery voltage monitoring
- Physical location of equipment

- Testing to ensure all units are set up and operate correctly
- Setup of user names and passwords for security
- Hosting of applications for backup and redundancy
- Setup of reporting and information delivery
- Setup for five reports to be e-mailed per week
- Setup of cell phone text messaging for required events

Ongoing Support and Maintenance

- Free upgrades and patches for hosted software
- Database updates
(maximum of 200 data entries per month)
- Reporting of units that have not transmitted any data

Additional service hours available for purchase

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■ Customer Requirements

Prior to database setup, you must:

- Order all equipment monitors and have them installed or verify existing equipment meets RDM requirements
- Participate in a teleconference with ShockWatch technical support to determine your reporting requirements
- Direct equipment monitors to the IP address provided by ShockWatch
- Finalize your reporting requirements and organize your equipment and operator information

On the day of setup, you must:

- Participate in a teleconference to finalize database setup and review installation

System requirements include:

- Windows® XP operating system
- Gecko-based Web browser such as Mozilla® Firefox

■ About ShockWatch Monitors

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

ShockWatch RDM Service is specifically designed to work with the ImpactManager™ RF and EquipManager™ Equipment Monitors. Mounted directly on your equipment, these devices serve as deterrents to mishandling and notify you when misuse does occur. Wireless data transmission keeps you informed throughout the day.

The software accompanying each of these monitors gives you the ability to analyze data regarding equipment usage and operator behavior so you can make smarter decisions regarding all your material handling operations. Professional setup and maintenance allow you to experience immediate and long-term improvements in safety and damage reduction throughout your enterprise.

SHOCKWATCH®
DAMAGE PREVENTION. WE'RE ON IT.

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Your Authorized Representative