

## AIDC SERVICES

### DATA CAPTURE & AUTOMATION: COMPLETE LIFECYCLE MANAGEMENT

AIDC technology drives inventory accuracy, supply chain visibility, and operational efficiency. NewBold delivers full lifecycle services — deployment, break/fix, depot repair, and refresh — for warehouse, retail, healthcare, and logistics environments across North America. One service contract covering AIDC alongside your POS, networking, payment, and AV systems.



## WHY LEADING OPERATIONS TRUST NEWBOLD

**10,000**

Thermal  
Printers  
Supported

**98%**

Service  
Level  
Attainment

**50**

States +  
Canada

**30+**

Years in  
Business

## WHAT MAKES NEWBOLD DIFFERENT?

### Complete Technology Partner:

One service contract covering your AIDC hardware alongside POS, networking, WiFi, and broader IT infrastructure. Simpler to manage, more cost-effective, and no gaps between providers.

### AIDC Specialists:

Dedicated AIDC technicians who understand warehouse, retail, and healthcare environments — not generalists learning on the job

### Full Lifecycle Partner:

From deployment and integration through break/fix, depot repair, firmware updates, warranty management, and refresh — one partner owns it all

### Reseller Maintenance Partner:

Companies reselling Zebra, Citizen, SATO, and other AIDC brands can leverage NewBold as their dedicated maintenance partner with discounted reseller rates

### National Coverage:

NewBold-Certified Technicians in all 50 states and Canada with same-day and next-day onsite capabilities

### Flexible Contracts:

Support contracts, break/fix, time-and-materials, or fully managed — tailored to your operational needs and budget

## DEPLOYMENT & INSTALLATION

- Professional onsite installation and integration
- Network and cabling infrastructure for AIDC systems
- WMS and inventory system integration
- Multi-site rollout coordination and project management
- User training and operational handover

## BREAK-FIX & SUPPORT

- 24/7 Help desk — technical guidance and troubleshooting
- Same-day onsite service (Premium tier)
- Next-day onsite service (Standard tier)
- Advanced exchange — 24hr replacement
- Per-incident and time-and-materials option

## DEPOT SERVICES

- Hardware repair and refurbishment
- Device staging, imaging, and configuration
- Kitting and pre-configured shipment
- Asset tracking and secure warehousing
- Warranty management and OEM claims processing

## MANAGED SERVICES & MONITORING

- Proactive device monitoring and health checks
- Preventative maintenance programs
- Firmware updates and patch management
- SLA-based support with performance guarantees
- End-to-end monitoring across AIDC and IT

## BEYOND AIDC — ONE CONTRACT, ALL IT

- POS systems and peripherals
- Networking and wireless infrastructure
- Payment device services and PCI-certified key injection
- Digital signage and AV systems
- Structured cabling and low-voltage installation

## HEALTHCARE APPLICATIONS

- Patient identification and management
- Specimen tracking and chain of custody
- Medication management and dispensing
- Asset tracking across facilities
- Document management and inventory control

## STRATEGIC OEM PARTNERS & SUPPORTED TECHNOLOGIES

<b>AIDC &amp; Mobile:</b>	Zebra	Honeywell	DataLogic	Citizen	Toshiba	SATO
<b>Infrastructure:</b>	Cisco	ELO	Dell	HP	Lenovo	Epson
<b>Mobile Computers</b>	<b>Scanners</b>		<b>Printers</b>		<b>RFID Systems</b>	
Handheld terminals Ruggedized tablets Vehicle-mounted units	Industrial barcode Hands-free scanners Presentation scanners Fixed-mount readers		Thermal label printers Thermal print engines RFID label printers Mobile printers		Fixed RFID readers RFID gates & portals RFID handheld readers Tags & inlays	

## READY TO CONSOLIDATE YOUR AIDC SUPPORT?

Let's discuss how NewBold can manage your AIDC technology and your broader IT estate