

WT4000 Series Wearable System

PRODUCT SNAPSHOT

OCTOBER 2006

What is it?

The WT4000 Series Wearable System represents the next generation in hands-free wearable solutions — providing unparalleled freedom of movement in scanning, picking, and sorting applications. Leveraging Symbol's extensive real-world experience that spans 30 years in bar code scanning and more than 10 years in wearable computing products, the WT4090 system features the latest innovations in ergonomics, performance, and reliability.

The WT4090 Wearable System consists of:

- WT4090 wearable terminal providing high-performance computing power, always-on 802.11a/b/g WLAN connectivity, and lightweight ergonomic design for the hip or wrist.
- Multiple scanning options, including the lightweight RS409 ring scanner and freezer-ready back-of-the-hand RS309 scanner.

The system's rugged design ensures dependable operation day after day in challenging warehouse environments, while an enhanced ergonomic design increases user comfort for improved productivity. This is the first system to support voice-only, text-only and combination voice and text functionality, creating a new market for multi-modal applications. Workers can employ voice-based picking where needed, while using text-based capabilities to optimize the picking sequence and for richer exception handling.

WT4000 Series Wearable Terminal



RS409 Ring Scanner



RS309 Wearable Scanner

How to sell

Key messages

- Hands-free text and voice-based picking: flexible platform that eliminates the need to purchase multiple devices (i.e. voice-dedicated and text-based)
- Ergonomic design ensures all-day user comfort and safety: improved trigger ergonomics, easier switching for ambidextrous ring use, improved display readability, and more
- Field-proven superior rugged design ensures dependable operation in challenging warehouse environments (IP54 sealing; 4 ft./1.2 m drop specification; wide temperature range)
- Common Symbol architecture reduces application development costs and training requirements, and simplifies integration and deployment
- High-performance platform provides fast, precise operation and can run nearly any enterprise application
- Seamless anytime, anywhere communication with 802.11 a/b/g WLAN
- Symbol's extensive, real-world experience with over 30 years as the market leader in bar code scanning and more than 10 years in wearable mobile computers
- Complete solution offering robust management via Symbol's MSP and comprehensive coverage

Qualifying sales questions

- Do your workers need to handle materials, goods, or packages all day long?
- What is your company's inventory accuracy? Order cycle turnaround time? Shipping accuracy? Cost of shipping and transaction errors?
- Do you need/use voice-based and text-based

WT4000 Series Wearable System SWOT analysis

Key Strengths	Key Weaknesses
<ul style="list-style-type: none"> • Leverages Symbol's extensive, more than 10-year experience in wearable computing solutions to provide significant improvements in ergonomics, rugged design, and feature set • Hands-free mobile computing with support for <i>both</i> text-based and voice-based picking (at launch, WT4000 is the only device that can support both) • Ergonomics optimized for comfort and performance throughout worker's shift • Real-world survivability: rugged (4ft./1.2 m drops to concrete and 1,000 1.4 ft./1.5 m tumble), IP54 sealing • Flexible solution with support for both RS309 and RS409 wearable scanners • Large (2.8") bright QVGA display for enhanced at-a-glance readability • Sufficient battery life for typical shift • Symbol worldwide support and service • MSP compatibility for superior device management 	<ul style="list-style-type: none"> • No cordless variant available — however, existing wearable customers did not want cordless rings, due to size/weight penalties and the need to manage additional batteries • No touchscreen — however, available touchscreens that meet the size requirements of wearables would not be reliable in the warehouse — they are designed for use with a stylus, and are not engineered to withstand the everyday banging and scratching associated with arm mounted mobile devices
Key Opportunities	Key Threats
<ul style="list-style-type: none"> • Opportunity to gain significant market share in voice picking applications and food distribution (with freezer solution) • Opportunity to develop new market for multi-modal applications that combine voice- and text-based picking • Market momentum and incumbent customer base with Symbol's WSS10x0 • Set benchmark for wearable mobile computing 	<ul style="list-style-type: none"> • LXE will release a wearable terminal (with licensed technology from Symbol) — we can emphasize Symbol's experience

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Value proposition

- **Increases worker productivity:** Hands-free operation frees operator to move more packages, products, or materials in the same amount of time. Combination of text-based and voice-based picking enables:
 - more detailed exception handling
 - the dissemination of multiple sequential tasks to workers (instead of one task at a time), allowing workers to optimize the order in which tasks are performed
- **Lowers total cost of ownership** through:
 - rugged design
 - low management costs via centralized remote management capabilities
 - outstanding service packages that ensure maximum uptime at a pre-defined cost
- **Streamlines operations:** Comprehensive wireless functionality enables real-time data capture that improves decision-making and eliminates manual paperwork
- **Better customer service:** The elimination of errors ensures customer orders are always filled correctly, improving customer satisfaction and retention levels.
- **Increases worker safety** with ergonomic design and hands-free operation.
- **Minimizes employee training:** ease-of-use reduces the time and expense associated with employee training

Target markets and applications

Manufacturing & Warehouse/ Distribution Center	Retail/ Grocery	Retail (in-store)
<ul style="list-style-type: none"> ● Picking ● Voice-based picking ● Packing ● Put-away/let-down ● Shipping and receiving 	<ul style="list-style-type: none"> ● Shipping and receiving ● Inventory ● Shelf replenishment ● In-store picking (home shopping applications) 	<ul style="list-style-type: none"> ● Replenishment ● Price management ● Price changes ● Shelf price audits ● Inventory counts
Transportation & Logistics	Healthcare	
<ul style="list-style-type: none"> ● Package handling 	<ul style="list-style-type: none"> ● Pharmaceutical distributors 	

Services

Symbol offers the following Customer Services to keep the next generation wearable mobile computer and scanning system operating at peak performance throughout its lifecycle:

Product	Service Offering	Time of Purchase	Term Length	Part Number
WT4090	Service from the Start – Bronze with Comprehensive Coverage	Up front with the hardware (or within 30 days thereafter)	Three years	SSB-WT4090-30
	Service from the Start – Gold with Comprehensive Coverage			SSG-WT4090-30
	Service Center Support – Bronze	Purchase at any time	One year	SCB-WT4090-10
	Service Center Support – Gold			SCG-WT4090-10
RS309	Service from the Start – Bronze	Up front with the hardware (or within 30 days thereafter)	Three years	SSB-RS309-30
	Service from the Start – Gold			SSG-RS309-30
	Service Center Support – Bronze	Purchase at any time	One year	SCB-RS309-10
	Service Center Support – Gold			SCG-RS309-10
RS409	Service from the Start – Bronze	Up front with the hardware (or within 30 days thereafter)	Three years	SSB-RS409-30
	Service from the Start – Gold			SSG-RS409-30
	Service Center Support – Bronze	Purchase at any time	One year	SCB-RS409-10
	Service Center Support – Gold			SCG-RS409-10

Please see Solution Builder for the most up-to-date part numbers and pricing.

- **Sell Service from the Start – Bronze with Comprehensive Coverage up front with every WT4090**
 - Selling service upfront is much easier and results in a higher attach rate than selling the service after the sale is completed.
 - Covers normal wear and tear, but also accidental damage to displays, keypads, and other internal and external components.
- **Sell Service from the Start – Bronze up front with every RS309 and RS409**
 - Service from the Start is a prepaid program that offers:
 - Significant cost savings
 - Three years of seamless coverage
 - A three-day in-house turnaround time on product repairs
 - Defined technical telephone support, and more