

ABOUT US

Buckeye Mountain provides end-to-end solutions for Rail and Intermodal, including rugged hardware, customized software, wireless network infrastructure, and managed services.

We are specialists in wireless, and we have been designing, installing, and supporting unique mobile solutions for more than 30 years. We have a passion for customer service and continue to challenge ourselves on behalf of and in response to our customers developing and implementing customer driven and industry-driving solutions.



Safety and Integrity

- ✓ Trusted partner to Intermodal industry since our beginning in 2006
- ✓ Integrity and reputation are our highest priority
- ✓ 100% dedicated to serving the Railroad and Intermodal industries
- Custom technology solutions service provider
- ✓ We specialize in solving Railroad and Intermodal problems with proven technologies and services

ON BOARD WITH YOUR SUCCESS

Buckeye Mountain provides the transportation industry everything needed to implement and manage technology solutions, including rugged hardware, customized software and wireless network infrastructure.



HARDWARE SOLUTIONS

Your single point of contact for rugged computers and life cycle management of field devices.

Our Rugged Technology Management Services

- Equipment procurement based on your requirements
- Fixed (kiosk), mobile and wireless rugged computers
- Multiple resources to assure best match to your specific needs
- Multiple procurement options, including volume discounts, equipment rental and leasing plans



SOFTWARE SOLUTIONS

Solutions engineered for the Railroad industry and customized for your operation.

Our Software Services

iTrack manages and tracks your mobile technology inventory

CBMP is a Condition Based Maintenance Program that manages the fluid sampling process for locomotives

SCBA combines the latest in RFID technology with web-based and handheld technology to certify and track the equipment used to keep locomotive conductors and engineers safe

AIM is a system that facilitates scheduled and unscheduled maintenance and inspection of intermodal lifts and ramp equipment



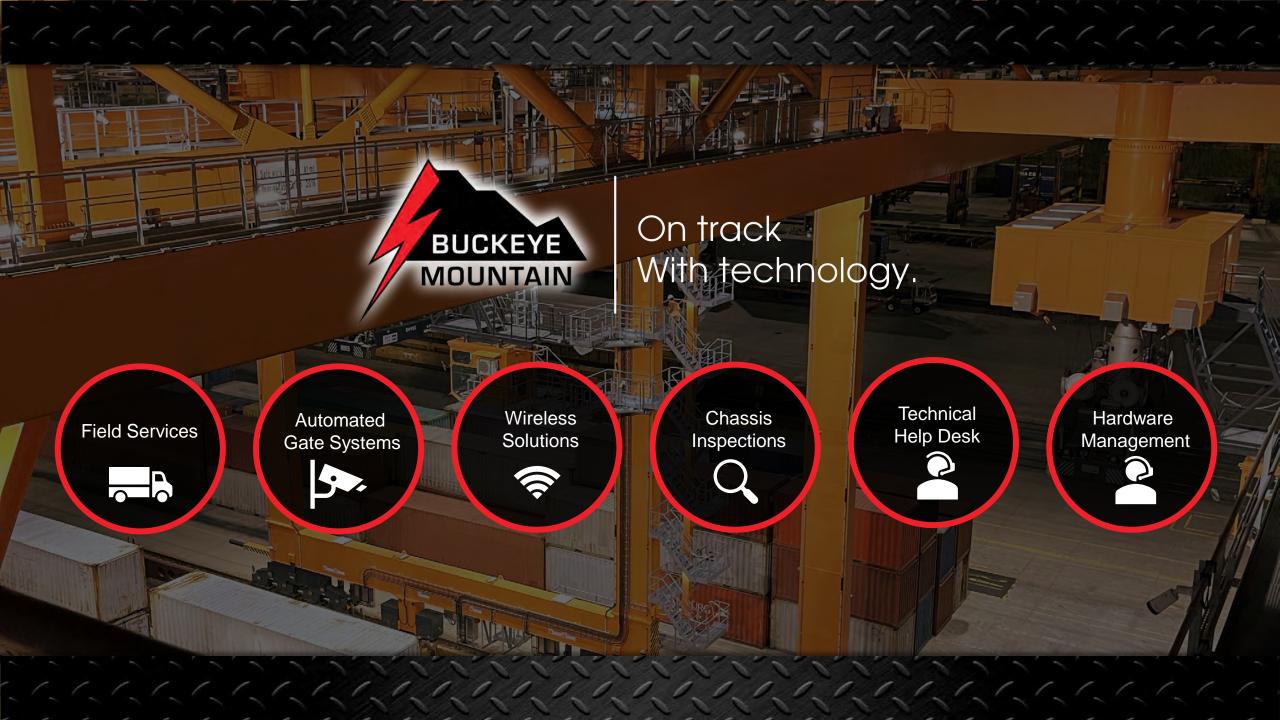
WIRELESS SOLUTIONS

Network evaluation or design, installation and certification of total wireless solutions.

Our Wireless Network Services

- Site survey and certification
- · Bandwidth requirement analysis
- Range and coverage analysis/verification
- RF interference assessment
- Security assessment and analysis
 - Network design and installation

- Wireless back-haul solutions
- Product/equipment selection and integration
- Wireless bridging
- Training and support
- Final survey/certification report
- Warranty coverage



Current Customers

































Company Info



Corporate Headquarters

1. Niwot, CO

Sales & Operations

- 2. Akron, OH
- 3. Cincinnati, OH
- 4. Jacksonville, FL
- 5. Chicago, IL
- 6. Raleigh, NC
- **7.** Monterrey, MX

Service Center Locations

- ♥Belton, MO

Contact Us

Intermodal Field

- 8. LA and San Bernardino, CA
- 9. Fort Worth, Dallas and Waco, TX
- 10. Denver, CO
- 11. Kansas City, MO
- 12. Marion, AR
- 13. West Point, MS
- 14. Atlanta, GA
- 15. Savannah, GA
- 16. Jacksonville, FL
- 17. Cincinnati, OH
- 18. Chicago, IL
- **19.** Harrisburg, PA
- 20. Bethlehem and Morrisville, PA
- 21. Elizabeth and Jersey City, NJ
- 22. Charlotte, NC
- ⋈ sales@buckeyemountain.com
- **** 800.429.5590
- ** www.buckeyemountain.com



Multiple TOS Experience – Tideworks/Wabtec/NAVIS/NS-OPTCS



Documentation and Training

Field technicians responsible for project management and training

On-site implementation

Responsible for onboarding and critical cutover

Ongoing support

- On-site technicians responsible for ongoing support
- 24x7x365 help desk

Tracking and Managing Mobile Assets

Responsible for support and management of all technology





Corporate Headquarters

Niwot, CO

Remote Support

- Akron, OH
- Cincinnati, OH
- Jacksonville, FL
- Chicago, IL
- Raleigh, NC
- Monterrey, MX

Service Center Locations

- Belton, MO
- Jacksonville, FL
- Monterrey, MX

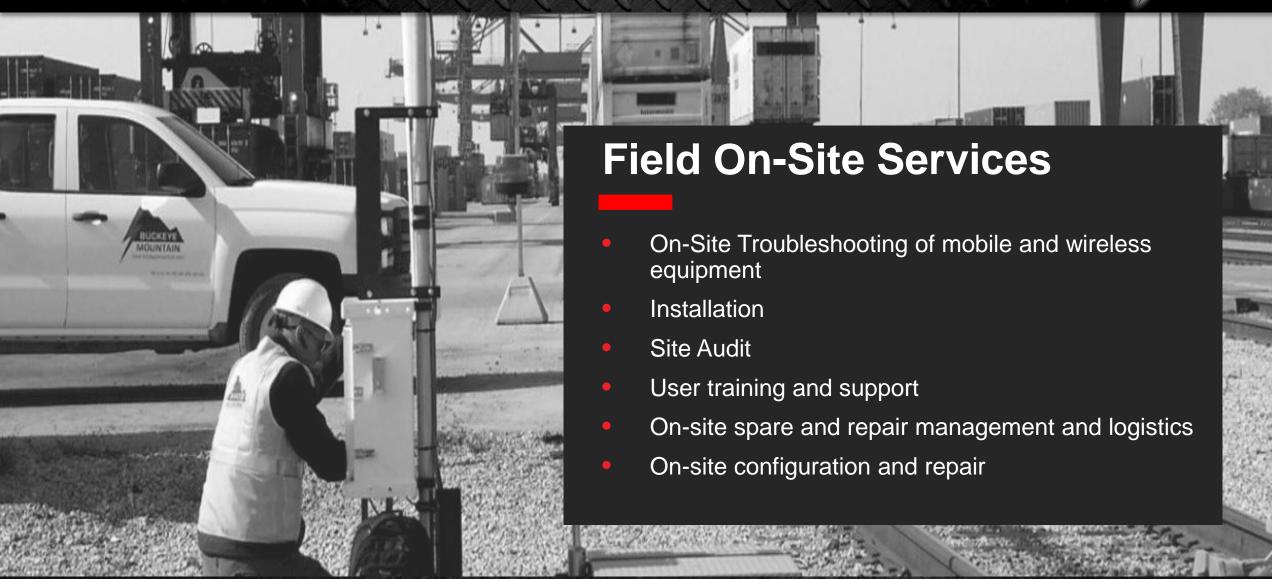
Intermodal Field Resources

- LA and San Bernardino, CA
- Fort Worth, Dallas and Waco, TX
- Denver, CO
- Kansas City, MO
- Marion, AR
- West Point, MS
- Atlanta, GA
- Savannah, GA
- Jacksonville, FL
- Cincinnati, OH
- Chicago, IL
- Harrisburg, PA
- Bethlehem and Morrisville, PA
- Elizabeth and Jersey City, NJ
- Charlotte, NC

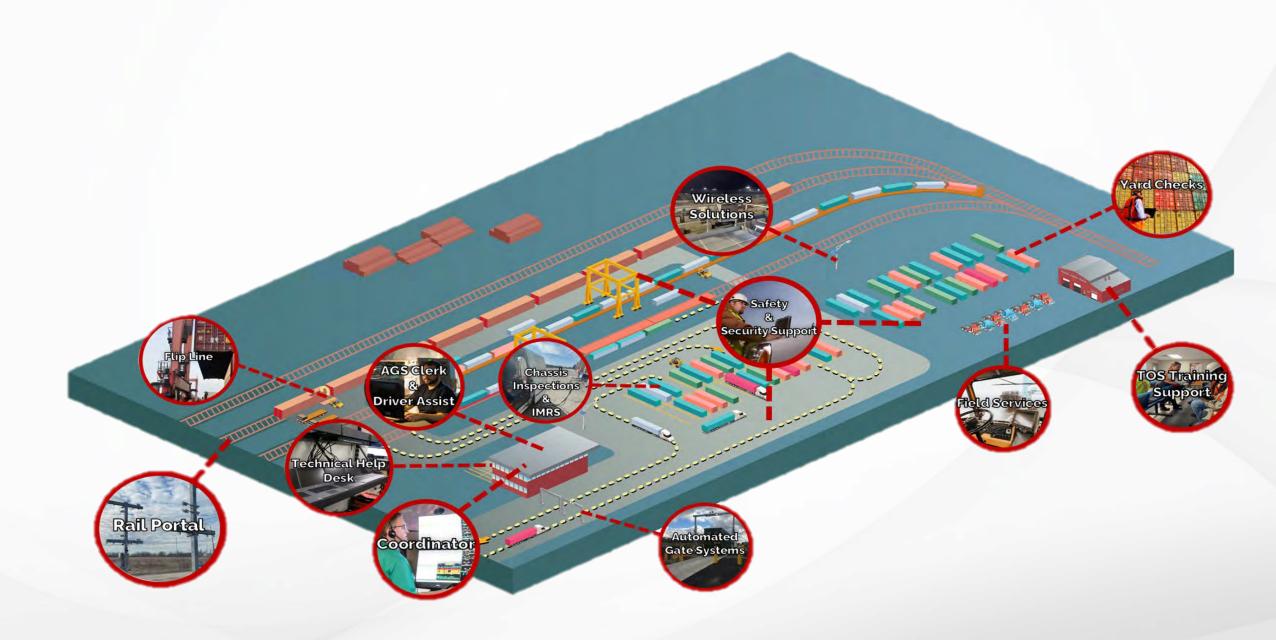


Field On-Site Services









Intelligent 24/7 Technical Support Services





 Buckeye Mountain Technical Support operates a 3-tier support system, with the next Support Level engaged due to either the complexity of the support issue or the lack of resolution after a set time period.



 Technical Support internal notifications follow the same support system escalation path as the support tickets.



 Buckeye Mountain will maintain a log of every support call with support call details utilizing the iTrack Incident System.

Next Generation Rail Portal



Track Portals

- Domestic and international container OCR
- 100% consist/container verification
- Container direction
- Remote desk exception management







Automated Yard Inventory Systems and Support

PortSolution

Tracking Dashboard



- Container
- Chassis
- Truck
- Trailer
- TOS Integration







AEI Quickread

Our AEI QuickRead[™] application provides a simple method to read a railroad AEI tag which displays the car initial and car number. We designed this software to run on multiple handheld devices as well as tablets and laptop computers. AEI QuickRead[™] application supports Android[™] and Windows[™] 7/8.1/10.

KEYBOARD WEDGE OPTION

This feature allows the car initial and car number to be scanned directly into an existing customer application.

TRACKLIST

Tracklist is Buckeye Mountain's newest addition to a successful suite of software for the Rail and Intermodal industry. This Tracklist application is designed to be intuitive and user- friendly. Utilizing a mobile handheld with an integrated AEI RFID reader, multiple railcars can be scanned, and a track inventory list is created.

Once this Tracklist data is captured, the information can be sent via FTP or email. Tracklist gives mobile field workers a reliable tool that will provide an accurate inventory of railcars within their facility.

Supported Platforms:

Android TM





Full AGS Installation Model





Full Installation at the Main Gate:

- 3 Ingate Lanes
- 3 Outgate Lanes

Or reconfigure to optimize and reduce cost

GATE SYSTEM COMPONENTS (For 3 Ingate Lanes and 3 Outgate Lanes)



LiveCOM Kiosks with:

- 7" touch LCD, VoIP intercom face cam
- QR code/driver's license reader, truck height mounting brackets

Integrated Traffic Control - 12' IntermodalPRO barrier gates

2 enVision™ OCR portals (In-Lane):

- In motion OCR of container, chassis & truck license plate
- All lighting, laser sensors, cabling conduit, OCR appliance, etc.
- SYNAPSE™ AGS software

Remote exception management and driver interaction

- All conduit, cabling and remote 4G/5G communications connectivity. (Assuming access to electric and network/internet.)
 - Does not include civil work

LIVECOM Kiosk



- Rugged built for direct sunlight in all conditions
- Intuitive active touchscreen drives customer workflows, driver interaction
- Lighted push-to-talk button
- Outdoor weatherproof speaker/mics with industry-leading noise canceling audio
- Truck-height or walk-up-height gooseneck mounts
- QR code reader for phone/license



INTEGRATED TRAFFIC CONTROL



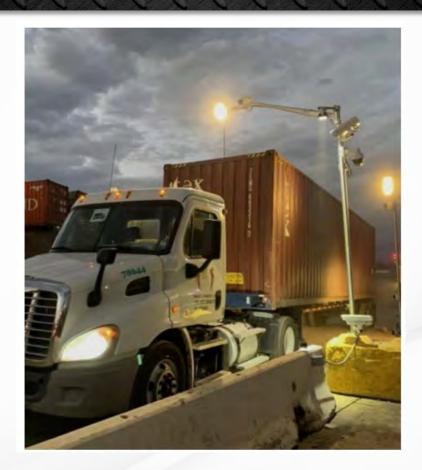
MGC Pro Controller
12' VarioBoom Barrier Boom
Integrated Dual Channel Loop Detector
Orange Powder-Coated Aluminum Housing
Breakaway Flange



enVisionTM OCR-PORTAL (IN-LANE)









enVision In Lane OCR portals to image and ID containers, chassis, & truck license plate Options for damage inspection, seal detection

SYNAPSETM AGS SOFTWARE



Remote Exception Management

- Streamlined entry & exit workflows for:
 Clerks using console software
 Drivers using kiosk
- Detect, prioritize & route exceptions to quickly process trucks
- Remote damage inspection, OCR correction, driver interaction
- Integrated driver ID validation



Gate Check-In Redundancy



Zebra Ultra Rugged Mobile Device

- Zebra TC77/78
- Android 16
- 6.0 inch HD Gorilla
 Glass Display
- IP65
- WIFI 6 & Cellular Radio
- Imager and Bluetooth







Single Bay Unit & Battery Charger



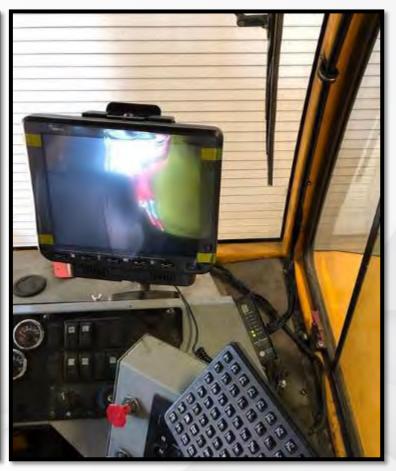
Standard battery with PowerPrecision Plus

HOSTLER & CRANE SOLUTIONS

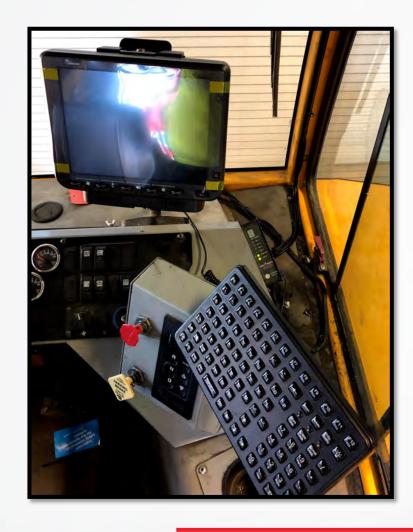








Hostler Mounted Computer Options







Winmate FM10 Installations







Telematics

Communication and Sensor Management



Netmotion-Communication Management

- KCS, BNSF implementations within hostler
- Session persistence across multiple communication modes
- Client / Server based software solution

Sierra Wireless MG90/XR90 – Communication and Sensor Management

- Norfolk Southern implementation in cranes and hostlers
- Session persistence across multiple communication modes
 - Hardware and server-based solution
- North America and EMEA Model (Dual or Single Radio: Sierra Wireless MC7455)
- Dedicated 48 channel GNSS Receiver supporting GPS, GLONASS, BeiDou, Galileo
- Dual Radio, dual concurrent 3x3 MIMO 802.11 b/g/n/ac Dual Band 2.4/5 GHz (each radio)
- Airlink Mobility Manager (AMM): available as cloud based service or as licensed enterprise application
 - Status dashboard showing at-a-glance fleet health
 - Remote management, configuration and software updates
 - Location-based analytics and diagnostics: Network
 - Coverage Maps and Trails; Link Utilization; Bandwidth
 - Consumption
 - Configurable geo-zone based event monitoring and alerting
 - · Live vehicle location tracking
 - Optional fleet operations pack: vehicle diagnostics reporting
- OBD II/ J1939/ J1708 interface over serial Diagnostic real time alerts/reports (via AMM)



Intermodal Telematics













Telematics/Pressure Sensor Solution



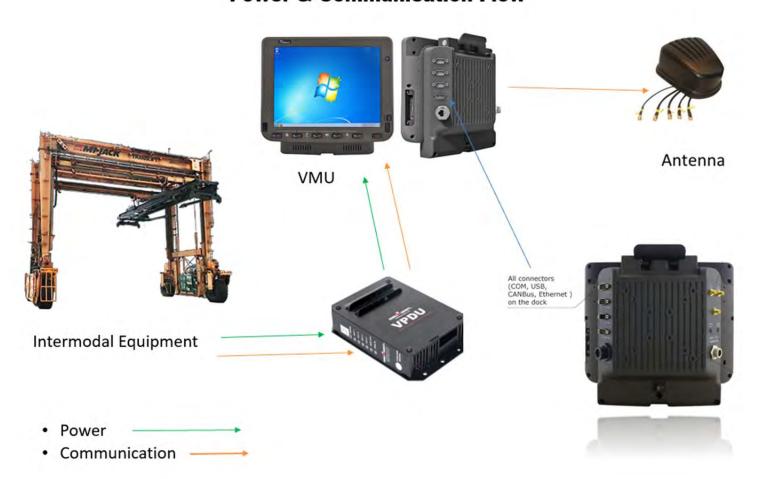
Power & Communication Flow



Twist Lock Sensor Solution



Power & Communication Flow







INNOVATIVE, RELIABLE AND QUICK TO DEPLOY

Rapid Deploy was developed for our customers to implement an outdoor wireless network quickly and cost effectively without the need for trenching power and network connectivity. It's flexibility of design and quick implementation without any infrastructure requirements eliminates costly civil work. Our Rapid Deploy product family minimizes the cost of network installations and guarantees connectivity.

This Patented solution can be quickly relocated with minimal effort to provide ultimate flexibility in providing wireless coverage where needed. Its designed to successfully provide reliable connectivity in the most demanding outdoor environments very quickly and economically.

Top issues addressed:

- Cost of trenching power and network connectivity
- Lack of available vertical assets
- Self-Interference in outdoor deployments and high-speed bandwidth demands.
- Guaranteed Connectivity!

Rapid Deploy Product Suite



RapidOne

Completely stand-alone solution, 20' integrated mast

RapidMiniMax

Pole or surface mounted, Solar or AC powered

RapidCrane

High speed, low latency, high availability

RapidFixed

Permanent installation requiring one single augured hole

RapidSky

High Mast light pole implementation

RapidCase

Ruggedized portable cell and/or Wi-Fi based hot spot

RapidOne Features

- Completely Stand Alone
- Solar Powered Even in Low Light
- Four Year+ Battery Life
- Point to Point or Multipoint Backhaul
- Cellular LTE Backhaul
- Strongest Signal 802.11ac Wi-Fi Access
- HD Video surveillance Capable
- Full Remote Management
- 20' Integrated mast
- Thermal management
- U.S. Patent 10,484,305



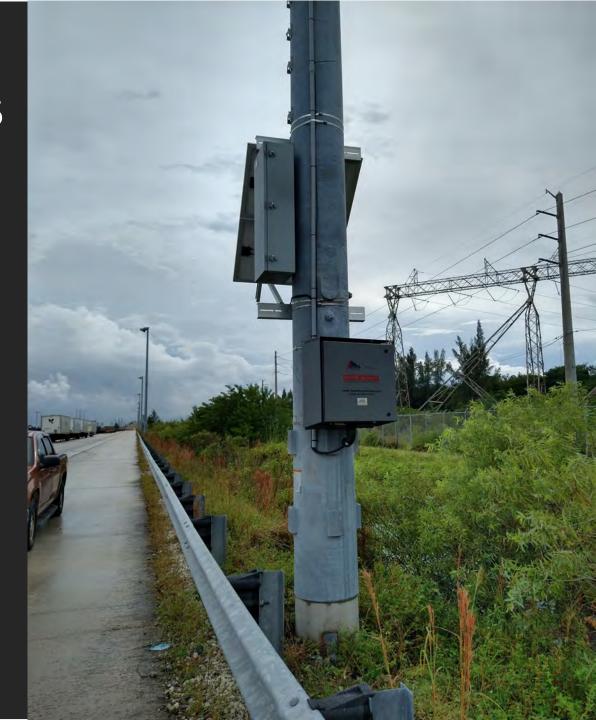
RapidFixed Features

- Completely Stand Alone
- Solar Powered Even in Low Light
- Ten Year+ Battery Life!
- Point to Point or Multipoint Backhaul
- Cellular LTE Backhaul
- Strongest Signal 802.11ac Wi-Fi Access
- HD Video surveillance
- Full Remote Management
- Up to 30' Mast
- Thermal management



RapidMiniMax Features

- Customer provided structure
- Solar or AC Powered
- Ten Year+ Battery Life!
- Point to Point or Multipoint Backhaul
- Cellular LTE Backhaul
- Strongest Signal 802.11ac Wi-Fi Access
- HD Video surveillance
- Full Remote Management
- Thermal management



Rapid Deploy Intermodal Experience





Networks continuously operating on solar since 2017.



Over 1,000 wireless access points and backhaul devices online as of 2023.



Over 50 kilowatts of solar generation installed to date.



Almost 50 pounds of carbon per hour during the day NOT being introduced into the atmosphere.



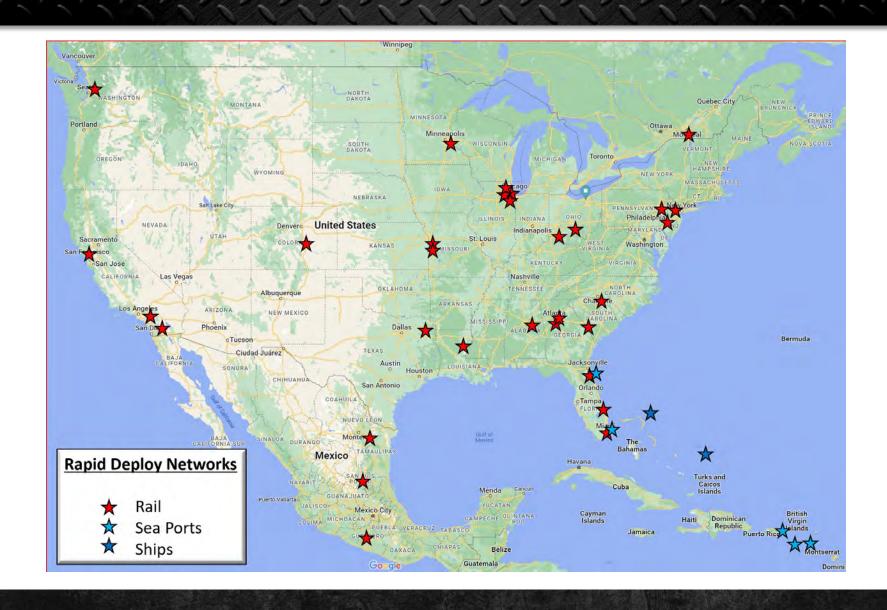
New in-house innovations continuously add technology advantages to using rapid deploy services.

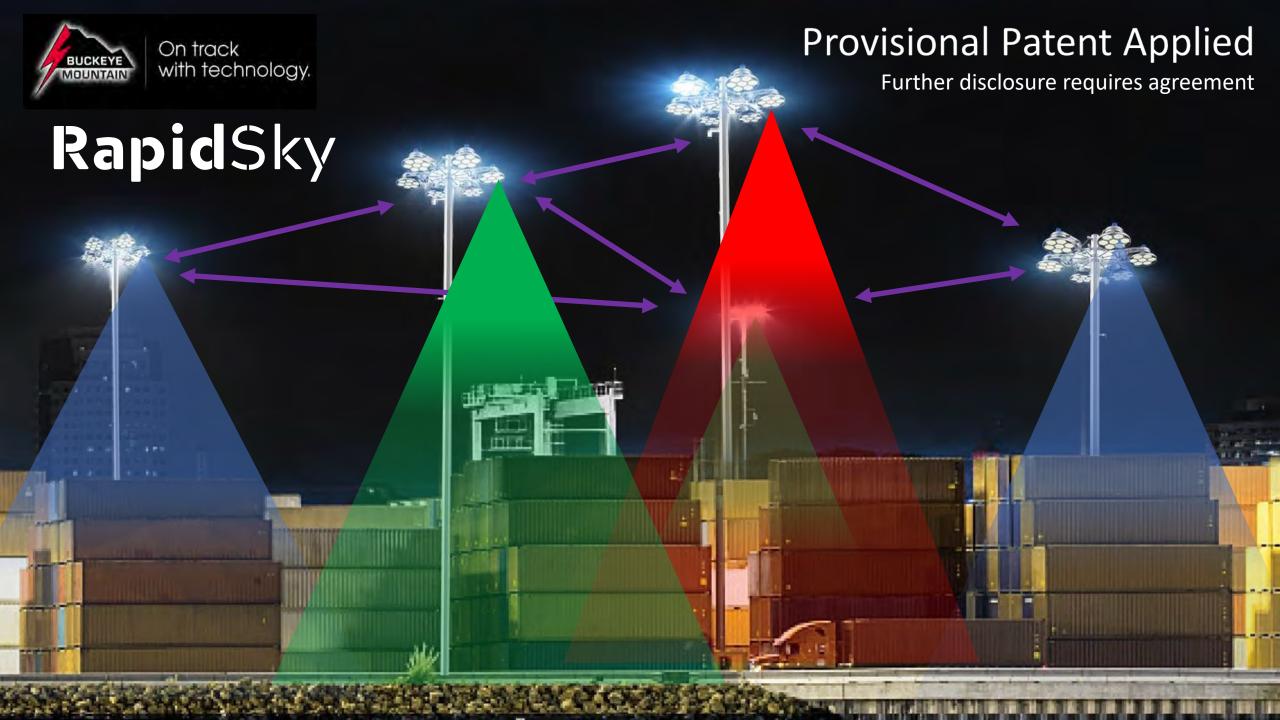


Multiple deployments using cutting edge 60 ghz solutions supporting wi-fi and video surveillance backhaul.

Intermodal Yard Wireless Infrastructure

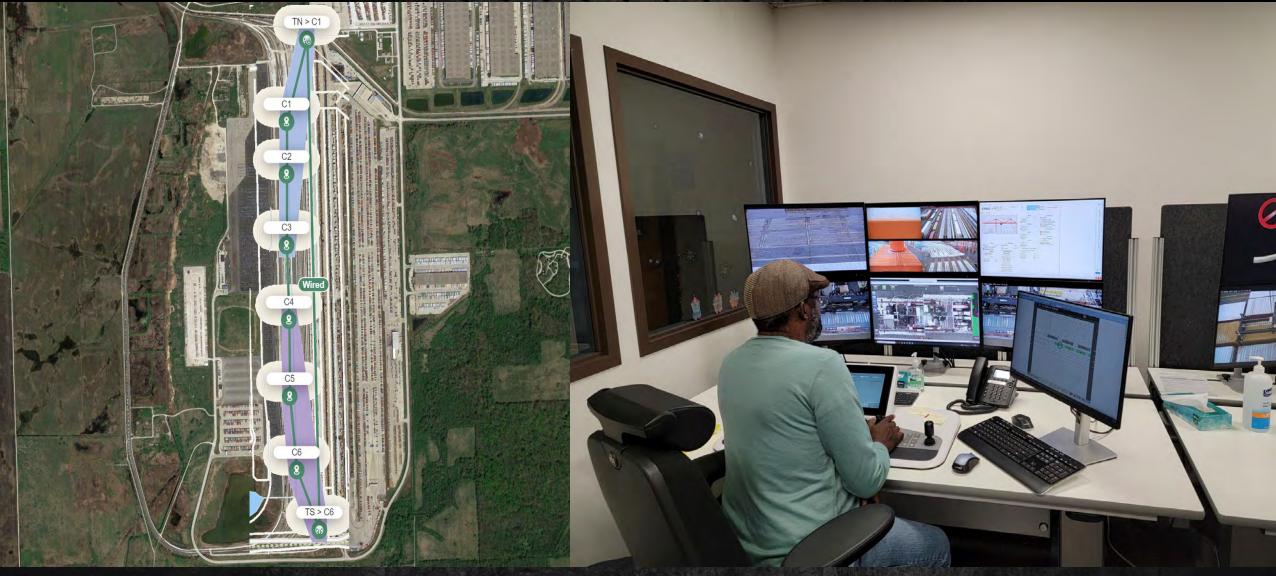






RapidCrane - Wireless Widespan Crane





RapidCase Features

- Completely Stand Alone
- Extreme battery life
- Rechargeable via AC, DC and Solar!
- Cellular LTE Backhaul
- Point to Multipoint backhaul option
- 802.11ac Wi-Fi Access
- Weatherproof
- Ruggedized
- Complete remote management





Custom Backup Power Systems





Types of Rapid Deploy Installations



- Solar Powered
- Portable
- Fixed
- Mobile
- Tactical







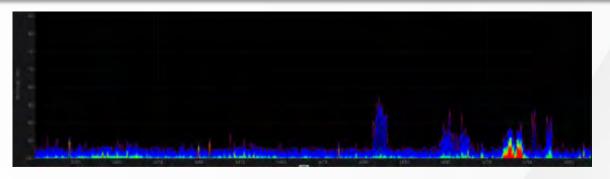


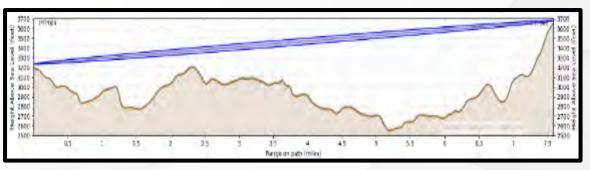
Design Services

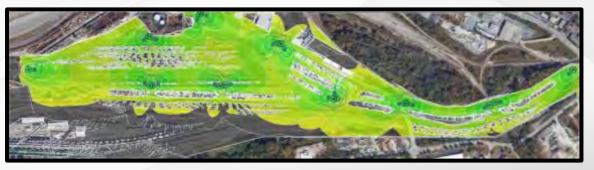


- Link Planning
- Predictive Studies
- Spectrum Analysis
- Site Surveys
- Heat Mapping





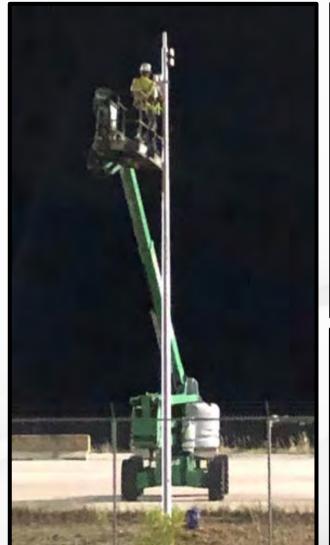




Installation Services



- Safety Certified Installers
- eRailSafe
- **TWIC**
- Project Management





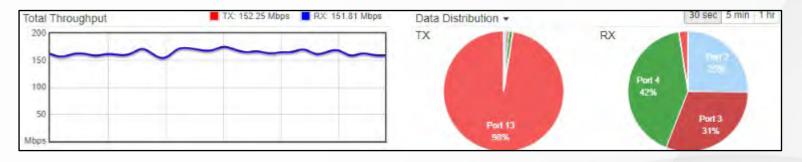


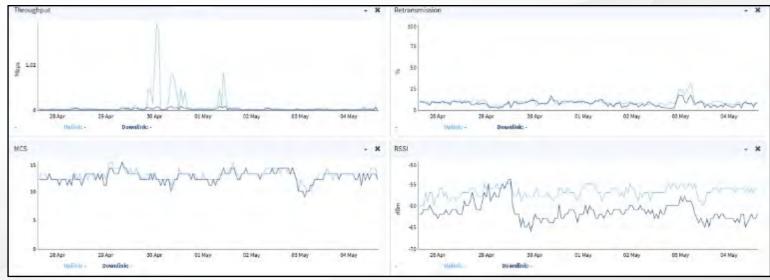
24x7 Support



- Link Planning
- Predictive Studies
- Spectrum Analysis
- Site Surveys
- Heat Mapping

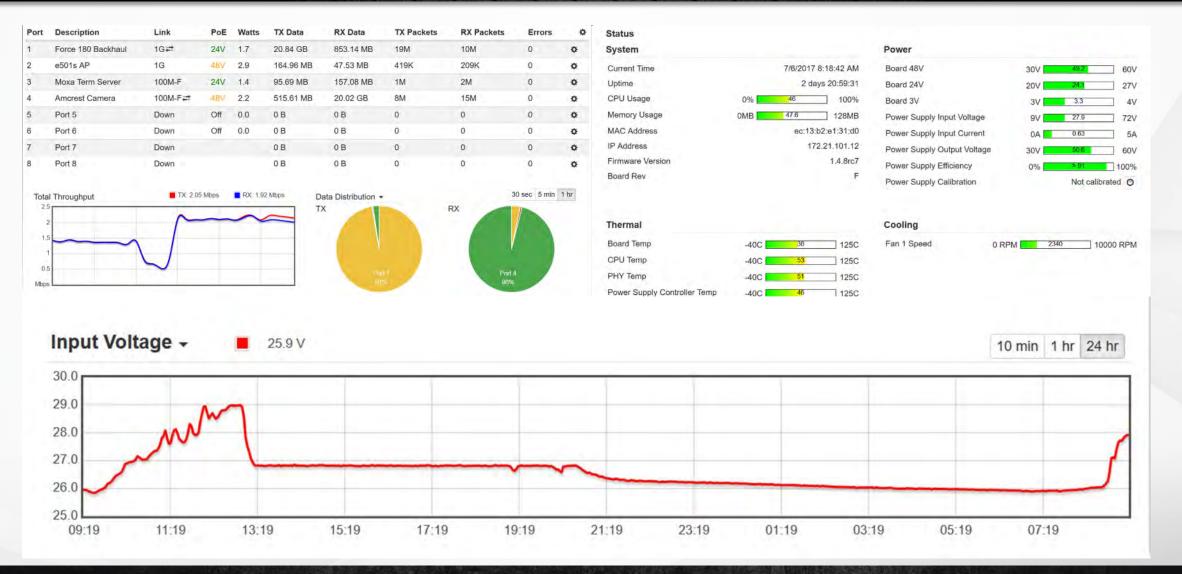






Complete Remote Management Support





Rapid Deploy Application In Action









Success Story #1

INTERMODAL RAIL FACILITY

Problem –

This customer had deployed a Wi-Fi mesh network utilizing the light rings on high mast towers. The network was not reliable and provided very poor performance.

Success with Buckeye Mountain –

After evaluating the current design and deployment the Rapid Deploy team developed RapidOne, a solar powered quick to deploy product. The solution significantly reduced infrastructure costs and provided coverage and performance exceeding the customer's expectations. RapidOne is now their solution at three intermodal facilities in the US and Mexico. As of December 2021, the customer has enjoyed 4+ years of uninterrupted connectivity with no equipment failures. RapidOne has been issued a U.S. patent.

Success Story #2

MARITIME PORT FACILITY

Problem –

This customer had deployed mobile devices relying on cellular service. A significant contract with a large provider included installations of outdoor DAS solutions at many port facilities. The reliability and performance of these networks proved to be inadequate for ongoing operations. It is common for these large facilities to stack containers five high.

Success with Buckeye Mountain –

Beginning in San Juan, Puerto Rico the Rapid Deploy team proved their metal when it was needed most; post Hurricane Maria. Since then, we have deployed Rapid Deploy systems to cover four other port facilities and two container ships for this customer.

Success Story #3

INTERMODAL RAIL FACILITY

Problem –

This customer had not deployed Wi-Fi and had been relying on an outdated narrowband solution. New desired applications required high throughput and reliable connections. Many of their facilities were in poor cellular coverage areas.

Success with Buckeye Mountain –

Starting in the last quarter of 2019 the Rapid Deploy team began deploying RapidFixed at nine of their Intermodal facilities. In record time all nine locations were operational by January 2020. The ever expanding Rapid Deploy network roll-out project continues to this day. All locations are monitored and maintained Buckeye Mountain as a guaranteed connectivity-as-a-service model.

RapidSky for Willamette – Light Mast Locations





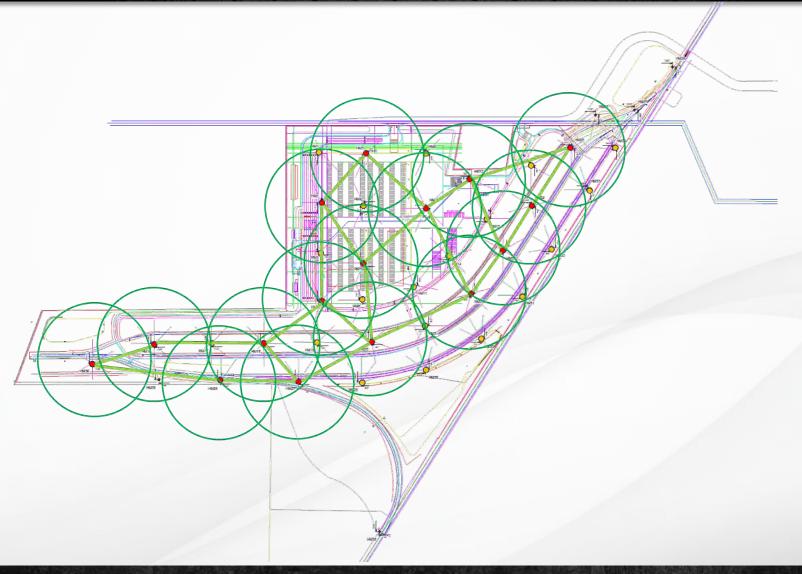
RapidSky for Willamette – Installation Locations





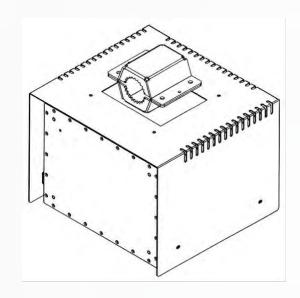
RapidSky for Willamette – Diagram Overlay





RapidSky Hardware

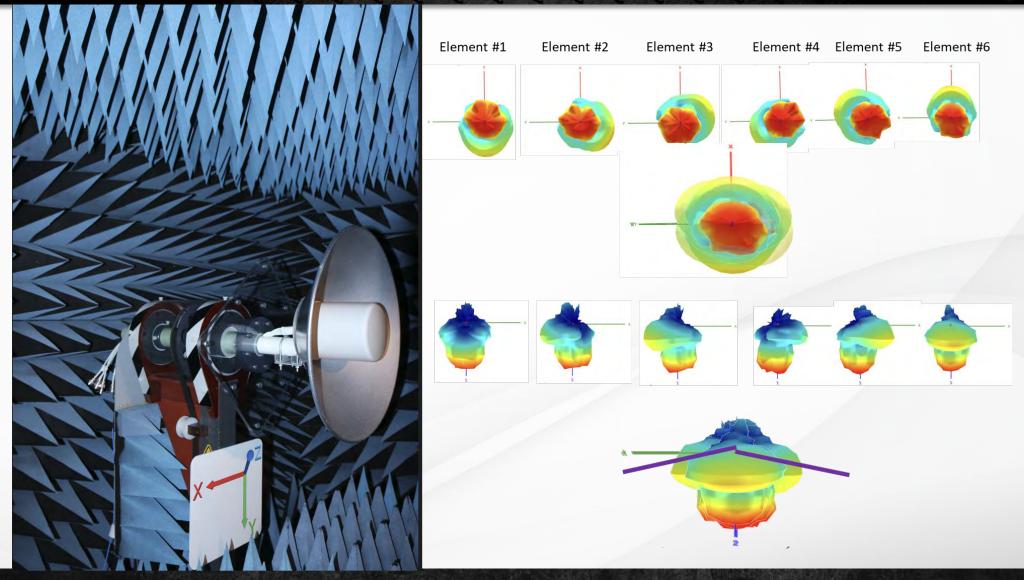






RapidSky – Custom Designs – Provisional Patent







Next Generation Rail Portal









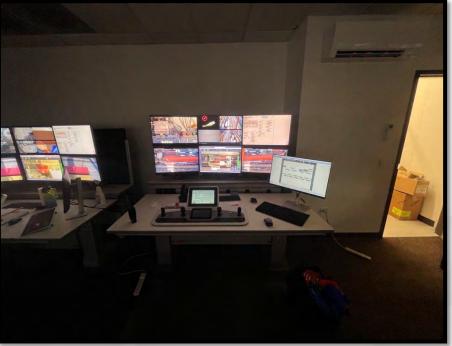
Track Portals

- Domestic and international container OCR
- 100% container verification
- Container direction
- Remote desk exception management

Remote Rail AGS & Portal Exception Processing







Class One Railroad remote desks

Performing remote 24/7 exceptions processing



Rail Safety



Safety and security is a top priority for Buckeye Mountain. We are 100% committed to working together daily to develop and implement new technologies and operating practices to further improve rail safety.

Our employees are eRail certified

 eRailSafe is the Class 1 and Shortline industry standard for contractor safety and security management for Railroads.

Safety Technology

 At Buckeye Mountain, we help implement new technology such as smart sensors to help make our rail network safer than ever.

Safety Requirements

 We are compliant to all with federal, state, and local laws and regulations including but not limited to those of the Occupational Safety and Health Administration(OSHA) and the Federal Railroad Administration(FRA).



Support Operations





Buckeye Mountain has three (3) strategically located service centers in the US and Mexico.



Buckeye Mountain Service Centers manage over **100,000** active devices.



Buckeye Mountain manages ten (10) distinct MDM servers for our customers to deliver immediate incident resolution and software support.



Buckeye Mountain manages six (6) distinct session persistence and mobility servers to assist with device connectivity and provide connection statistics reporting.

Phone, Email & Field Technology Support



- Buckeye Mountain Support offers 24/7 support contracts to assist our customers with day-to-day device support issues.
- Buckeye Mountain Support can install remote control software so a support technician can fix or update software changes remotely.
- Customers on a support contract can call the service center for assistance during our normal business hours, and call-back after hours.
- iTrack provides an incident reporting tool to record all incoming support requests by location, user and device.
- Buckeye Mountain provides mission critical on-site dedicated, or temporary, Field Technical Resources with Railroad intelligence



Intermodal, AGS, Rail Remote Support





Intermodal Intelligent Help Desk

TOS

- Intermodal
- Training

Infrastructure

- Wireless
- Wired

Mobile

- VMU
- Handheld
- Printer

Kiosk

AGS

Remote Clerks

- Remote Crane
- AGS
- Rail Portal

Support Objectives



Objectives

Predict and Prevent Issues, before they become issues

When there is an issue, respond, adapt and resolve quickly

Communicate issue status until resolved









Process Driven Flow



Predictive Focus

Buckeye Mountain's unique approach to Support Services, with our industry leading system monitoring and field services, allows us to prevent and head off issues from before they impact your operations.

But when there is an issue that needs immediate resolution, Buckeye has a proven task, priority and time-based escalation support process.

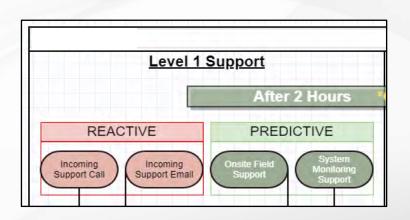
Communication

Buckeye's Support Process includes automated and personal customer communication and touch points. We believe that frequent updates and open communication with our customers is an integral part of solving the issue.



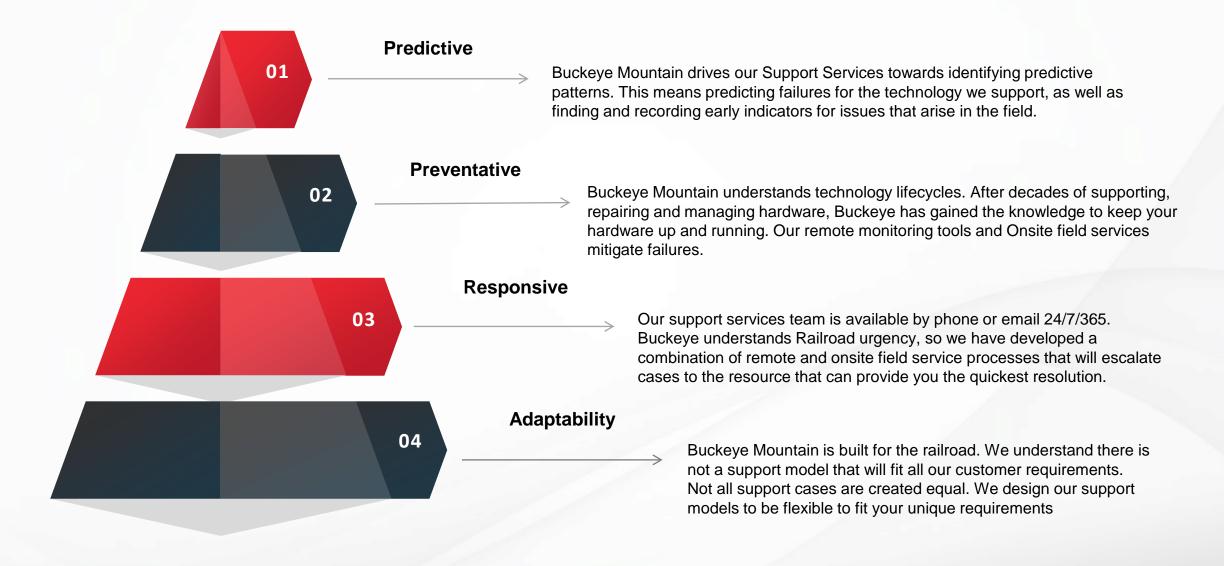
Urgent Escalation

We understand when operations is impacted, issues need to be resolved immediately. Buckeye has supported the railroad industry for decades and we know when an issue is urgent, so we assign the correct priorities. This sense of urgency is part of the fabric of our support teams.



Innovative Support Model





Predictive Monitoring Systems



Predictive Monitoring

Buckeye Mountain utilizes mobile device management tools to monitor real-time data such as heartbeats, connectivity trends, and hardware health.

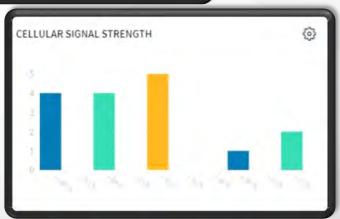
Our Support Services team monitors your equipment in real-time, creating cases and resolving issues before they may impact your operations.

Trust but Verify

Our Field Support Services team are the boots-on-the-ground that are dispatched to provide real-time confirmation and feedback from the field and resolve issues







Preventative Systems



Hardware Repair

Buckeye Mountain Service Center has a team of certified technicians to perform warranty and non-warranty repair on your technology hardware.

Our repair reporting tools allow us to quickly identify hardware failure root cause trends. We pass this information to our Onsite Support team to help prevent future failures by providing a check list of preventative maintenance items.



Buckeye's Field Support team is trained to identify possible hardware failures in the field. We work to make sure your technology is installed correctly and operating efficiently.







Responsive Dispatch and Resolution



Dispatch

Buckeye Mountain's trained professionals understand the importance of immediate recovery, so when a technician is dispatched, their sole focus is on immediate care and resolution.



Our team works diligently to ensure our customer's concerns and challenges are resolved. We pride ourselves in providing our quality hands-on support whenever our customers need it the most day and night.





Automated Site Audit via Mobile APP



Mobile Support App

Buckeye Mountain leverages an innovative mobile application to automate and guide site audits and asset management. Drives realtime visibility.

Standardizes the process and drives lessons learned.

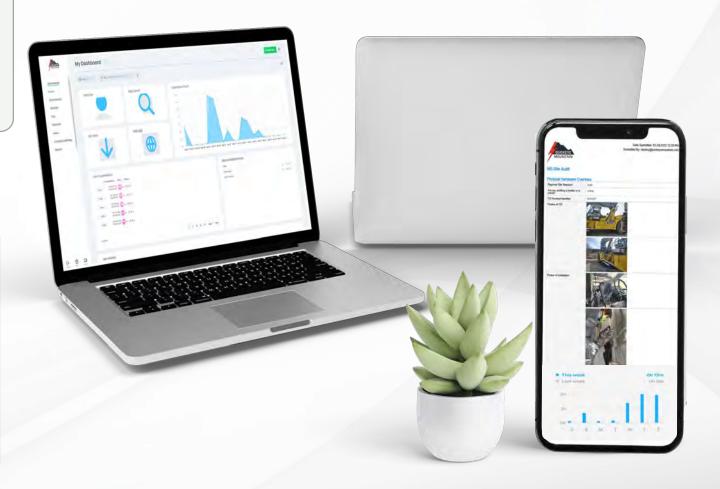
Intermodal Assets

Buckeye's Audit process can also include Intermodal equipment onsite.

Cranes – Hostlers - Supervisor vehicles AGS

Driver Kiosks

Train Portals



Field Support Services



Onsite Technical Services

Onsite troubleshooting of mobile and wireless equipment

Hardware installations

Site audit/surveys

User training and application support

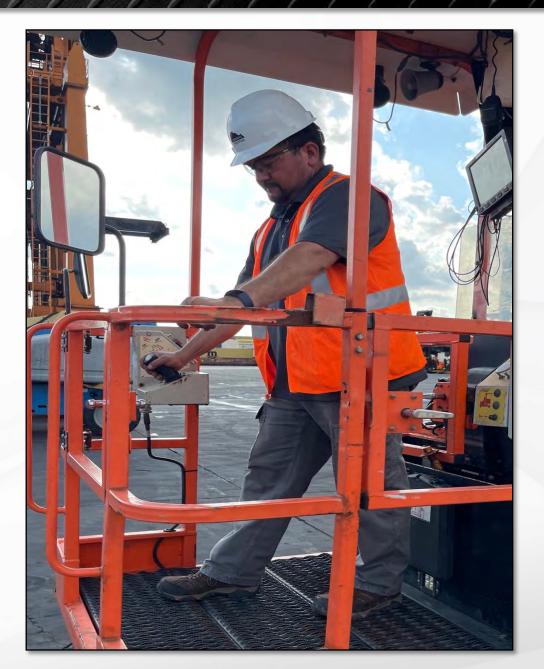
Onsite spare and repair management and logistics

Onsite configuration and repair

ITE Equipment Audit and Inspection









- Chicago, IL 47th St.
- Chicago, IL 63rd St.
- Chicago, IL Calumet St.
- Chicago, IL Landers

Region 1 (Chicago/Central) Will Willis-(816)308-0429

- Kansas City, MO
- St. Louis, MO
- Decatur, IL (No YM)

Region 2 (Ohio Valley) Rob Hemmick-(567)241-8900

- Detroit, MI Livernois
- Cincinnati, OH Sharonville
- Cincinnati, OH Gest St.
- Cleveland, OH
- Columbus, OH Rickenbacker
- Toledo, OH
- Georgetown, KY
- Louisville, KY App Park
- Columbus, OH Discovery Park (No YM)
- Louisville, KY Buechel (No YM)





- Albany, NY Mechanicville
- Ayer, MA
- Taylor, PA
- Bethlehem, PA
- Morrisville, PA
- Croxton, NJ
- Erail, NJ

Region 4 (Atlanta) David Fajardo-(816)588-6610 Trey Moody-(470)814-9376

- Atlanta, GA Austell
- Atlanta, GA Inman
- Birmingham, AL
- Charlotte, NC
- Jacksonville, FL
- Memphis, TN
- New Orleans, LA
- Huntsville, AL (No TM)
- Charleston, SC (No YM)
- Greensboro, NC (No YM)
- Greer, SC (No YM)



- Baltimore, MD
- Buffalo, NY
- Harrisburg, PA
- Pittsburgh, PA
- Norfolk, VA
- Rutherford, PA

Field Services KPI and Reporting



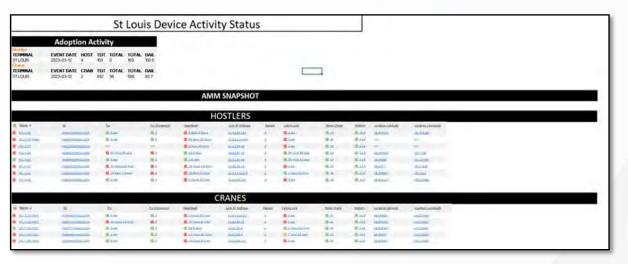
Onsite Services Reporting

Bi-weekly calls with Terminal and Operational Managers to facilitate open line of communication and reporting

Weekly Status and Health Reports of location hardware health and key issues

Quarterly audit reports for regular hardware inventory management

Ticket trackers for reporting on point of failure trends per location





DEVICE NAME	STATUS 💠	ITRACK TICKET#	RMA#
KCS FM10 009748 H891	Ticket Opened	61687	None
KCS FM10 101020 H951	Ticket Opened	61602	None
KCS FM10 009751 H005	Ticket Opened	61687	None
KCS FM10 009613 c1890	REPAIR	None	None
KCS FM10 012196 H986	REPAIR	None	None
KCS FM10 009618 T17201-H10	REPAIR	None	None
KCS FM10 009619 h917	REPAIR	None	None
KCS FM10 009747 K20204	IN SERVICE	None	None
KCS FM10 009614 K20202	IN SERVICE	None	None
KCS FM10 012187 H965	IN SERVICE	None	None
KCS FM10 008834 H31	IN SERVICE	None	None
KCS FM10 009734 T21210	IN SERVICE	None	None
KCS FM10 008840 H739	IN SERVICE	None	None
KCS FM10 009626 H07	IN SERVICE	None	None
KCS FM10 010161 K20201	IN SERVICE	None	None
KCS FM10 009623 - H769	IN SERVICE	None	None

Terminal Operation System Training



Training

Professional training for both classroom and on the job scenarios

System Go-Live Support

24/7 comprehensive coverage for all training

Pre-Go Live Hardware Preparation

Remote training provided for personnel turnover or new feature introduction

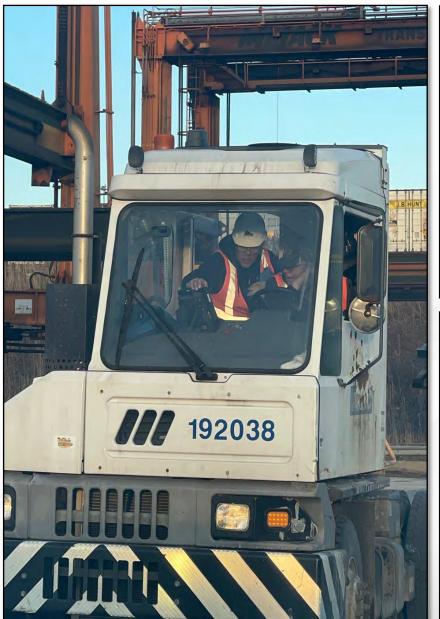
TOS Proficiency

OASIS

Tideworks

OPTCS

Navis/Octopi







Case Reporting



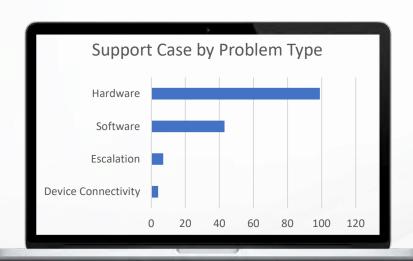
Reporting

Buckeye Mountain has advanced Case Reporting to provide detailed or summary information for every Case created by email, phone or field audit.

Our reporting tools help provide insight to hardware trends, hardware abuse and possible site issues.

We provide Case Response time reports so that our customers can confirm Buckeye operates within the SLA.

Weekly, Bi-Weekly and Quarterly Project Status Meetings





Support Case Priority

Month	Critical	High	Medium	Low	Grand Total
June		1	11		12
July		1	4	2	7
August			10		10
September			9		9
October			11		11
November			5		5
December		//	3		3
January		1	5	1	6
February		F	7	11	18
March	- 200	5	49	18	72
Grand Total	0	7	114	32	153

Hardware and Asset Management



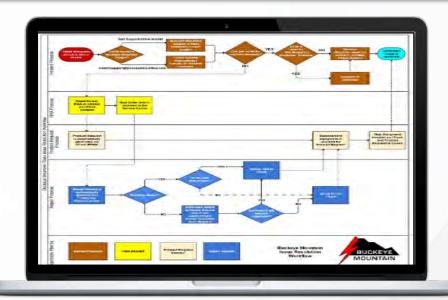
Asset Tracking

Cradle-to-Grave Asset Lifecycle Management

Buckeye Mountain's iTrack System provides real time asset management tools via the Software as a Service (SaaS) model. Buckeye Mountain maintains detailed, historic records for asset acquisition, initial configuration, deployment, RMA, repair, reconfiguration, and eventual end of life retirement.

Hardware

Buckeye Mountain is successful with Intermodal support services due to our years of experience managing Intermodal hardware. Our unique Rapid Return RMA process minimizes downtime





iTráck





Cradle-to-Grave Asset Lifecycle Management

Buckeye Mountain's iTrack System provides real time asset management tools via the Software as a Service (SaaS) model. Buckeye Mountain maintains detailed, historic records for asset acquisition, initial configuration, deployment, RMA, repair, reconfiguration, and eventual end of life retirement.

Your asset's information can be retrieved in real time via an easy-to-use web browser interface, from anywhere. Additionally, information and reports can be exported for presentations and review.



Key Features

- High Accuracy
- Detailed History
- Real Time Alerts
- Repair Management
- Shipping and Receiving
- End-of-Life Management

Imaging & Configuration Services





Buckeye Mountain provides imaging and configuration services to our customers.

- Buckeye Mountain assigns a dedicated service technician to each customer. The technician will work directly with the customer to create a customized and professional image for each device.
- Once the device image has been approved, the technician will provide a work instruction document that details all the configuration steps required to create the approved image.
- Buckeye Mountain creates a Quality Control and Post-Step document from the configuration worksheet to make sure every device that ships from Buckeye Mountain has been tested and approved.
- In addition to device configuration and testing, the Buckeye Mountain technician confirms all accessories are included, working and attached with the device. This includes screen protectors, stylus and tethers, batteries, handles and docks.

Technical Repair Services





Buckeye Mountain performs technical repair services for all warranty and non-warranty customer devices. We are an authorized repair facility for many hardware manufacturers.

- Buckeye Mountain maintains record of the manufactures' warranty coverage for all customer devices.
- If the broken device is under warranty, Buckeye will repair the device at no charge to the customer and return the device to the allocated customer warehouse shelf or ship back to the customer location.
- For non-warranty repairs, Buckeye Mountain will send a repair quote to the customer for approval. The repair quote will include a detailed photo of the damages, list of parts and labor required for the repair and a total cost of the repair.