



**BUCKEYE  
MOUNTAIN**

On track  
With technology.



**IANA** INTERMODAL  
**EXPO**

# 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 & 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 track  
with technology.

# COMPANY INFO

## Corporate Headquarters

- Niwot, CO

## Sales & Operations

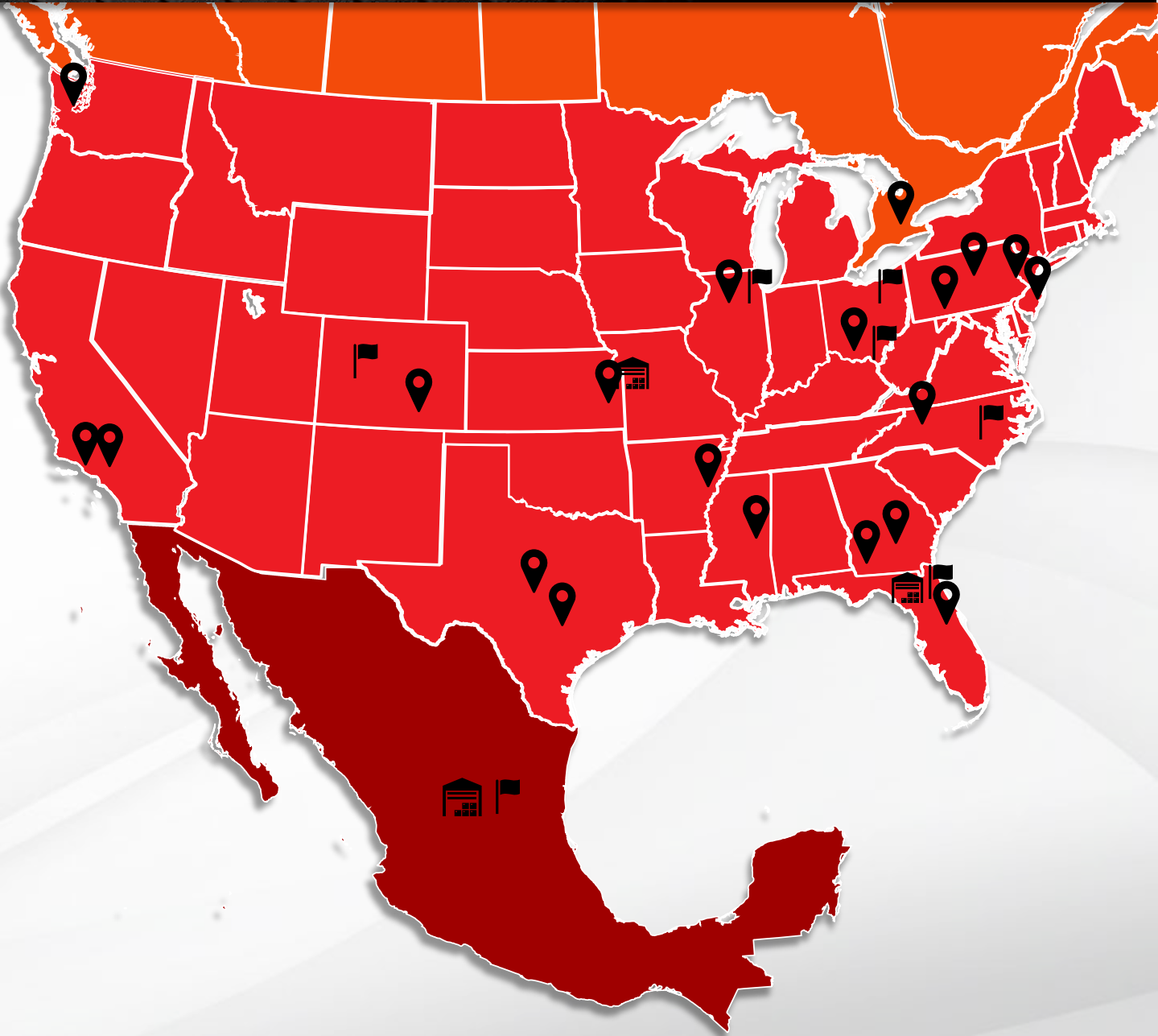
- Akron, OH
- Cincinnati, OH
- Jacksonville, FL
- Chicago, IL
- Raleigh, NC
- Monterrey, MX

## Warehouse Location

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

## Intermodal Field Locations

- 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
- Seattle, WA
- Toronto, CA



## CONTACT US

✉ [sales@buckeyemountain.com](mailto:sales@buckeyemountain.com)

☎ 800.429.5590

🌐 [www.buckeyemountain.com](http://www.buckeyemountain.com)



# MISSION | VISION | VALUES



## MISSION

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- Be the most responsive and knowledgeable railroad and intermodal service provider in the industry
- To solve and relentlessly support the most challenging problems for our railroad and intermodal customers
- Deliver with Integrity, the best user experience to our railroad and intermodal customers through innovative hardware, wireless, operational and technical support services.



## VISION

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- To have a safe, rewarding and enjoyable place for our employees while delivering customer service better than any company in our industry.



## VALUES

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- Take ownership and treat our customers with trust and respect.
- Customer FIRST!

# 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.

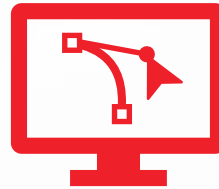


## HARDWARE SOLUTIONS

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





On track  
With technology.

On-Site  
Tech & Ops




Wireless  
Solutions



Hostler & Crane  
Solutions



Automated  
Gate Systems




Chassis  
Inspections




Hardware  
Management



Remote  
Ops & Tech



Rail Portal





# 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





# TRUSTED BY







## 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

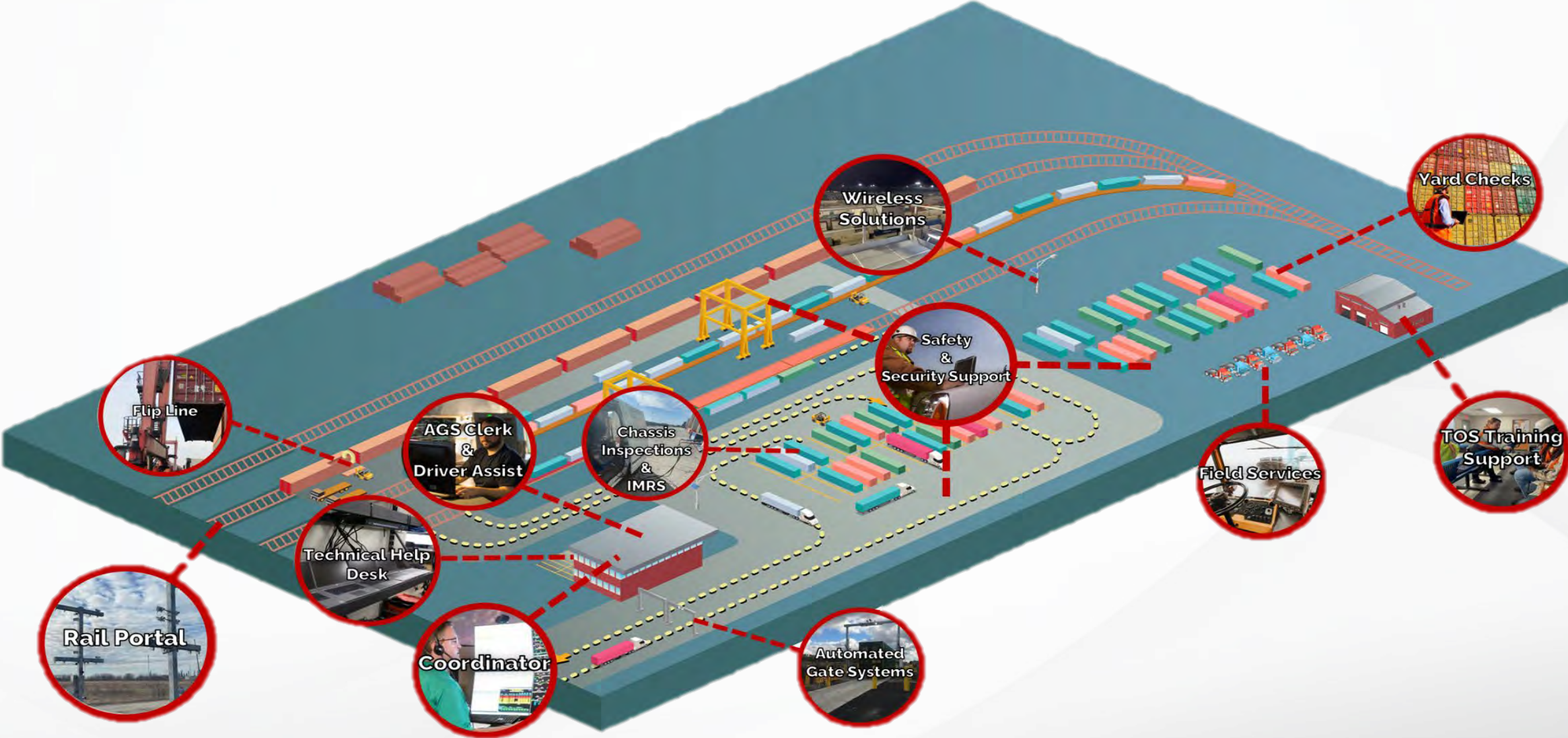


## Field On-Site Services

- On-Site Troubleshooting of mobile and wireless equipment
- Installation
- Site Audit
- User training and support
- On-site spare and repair management and logistics
- On-site configuration and repair



# Comprehensive Intermodal Yard Support





# 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

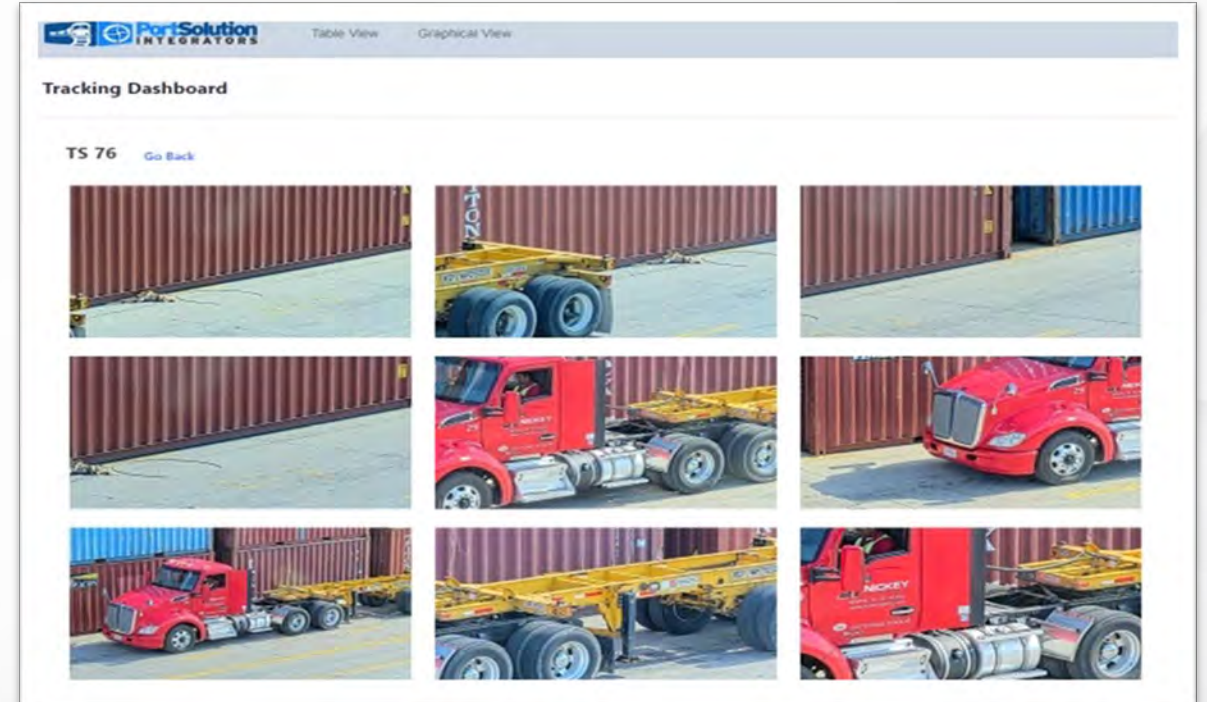




# Automated Yard Inventory Systems and Support



- 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™



# AUTOMATED GATE SOLUTION

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# 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



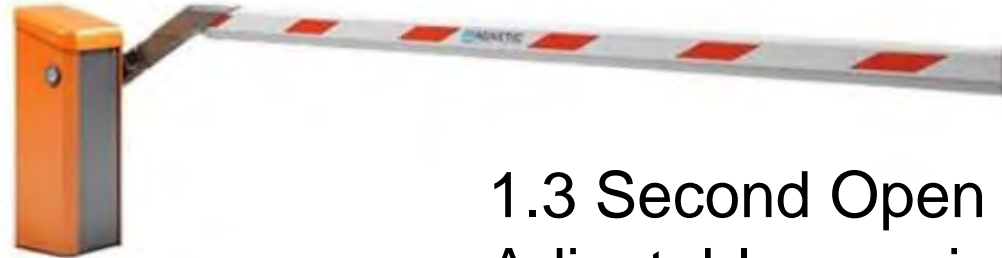
- Rugged built for direct sunlight in all conditions
- Intuitive active touchscreen drives customer workflows, driver interaction
- Lighted push-to-talk button
- Outdoor weatherproof speaker/mics with industry-leading noise canceling audio
- Truck-height or walk-up-height gooseneck mounts
- QR code reader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



1.3 Second Open and Close Speeds  
Adjustable opening and closing times  
Maximum power consumption of 95W  
10 Million opening and closing cycles  
2 Year Warranty



# enVision™ OCR-PORTAL (IN-LANE)



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

## 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



TC78



Single Bay Unit & Battery Charger



Standard battery with PowerPrecision Plus

## Operations Support

- Remote Clerk Exception Services
- Yard Check Services (Automated & Manual)
- Load Planning
- Reduced Headcount & Expanded Support Services



## Technology Support

- On-Premise Container Handling & Infrastructure
- Comprehensive Technology Support
- Oversee AGS Support (On-site & Remote)



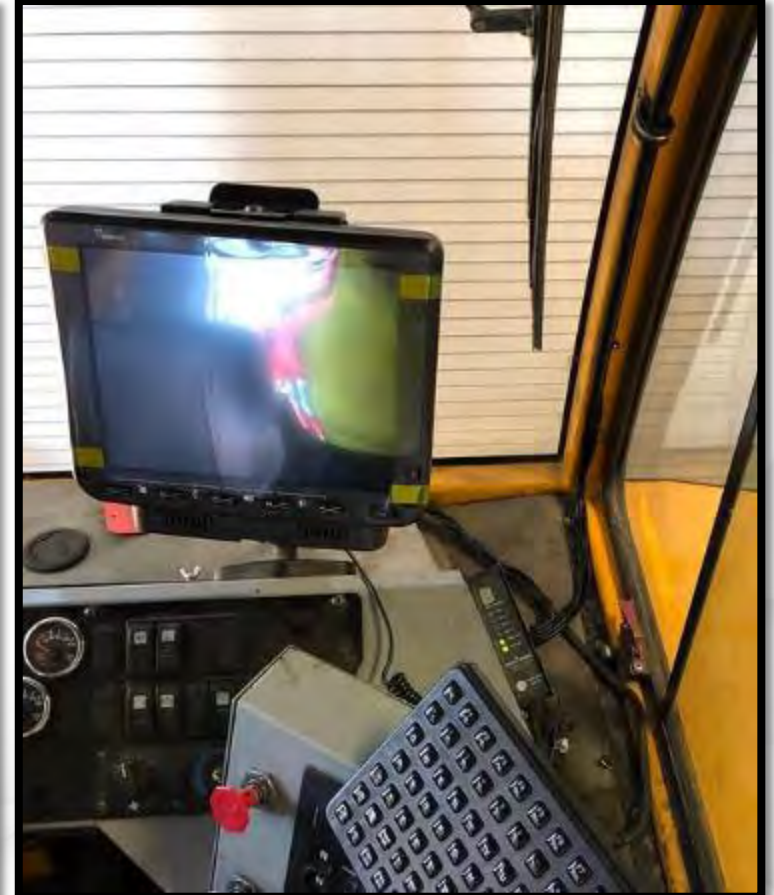


# HOSTLER & CRANE SOLUTIONS

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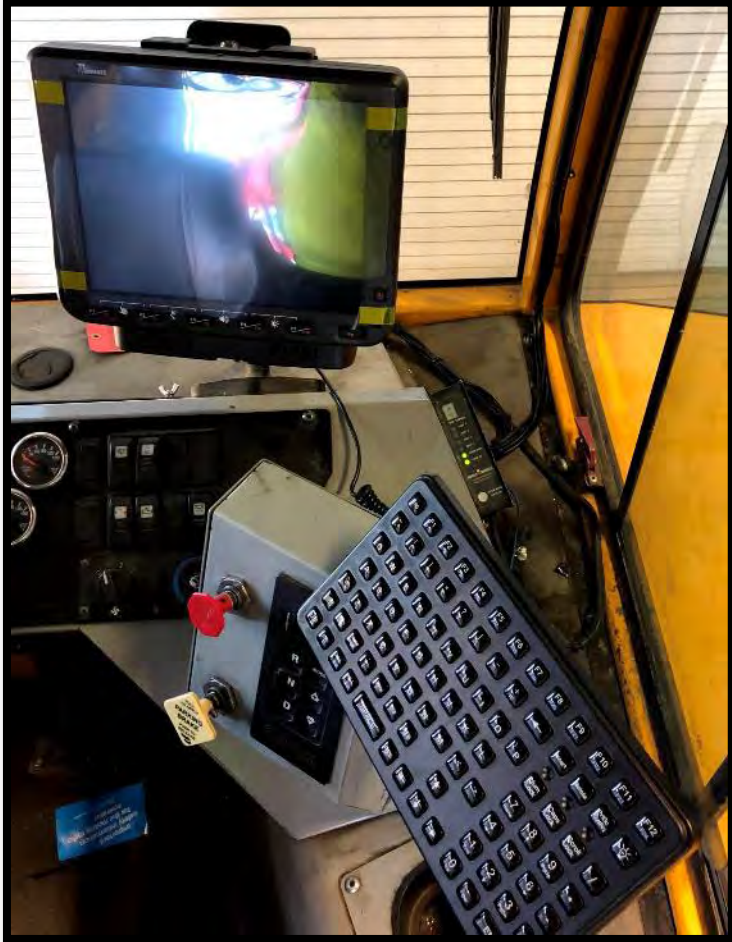
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# Hostler Mounted Computer Options

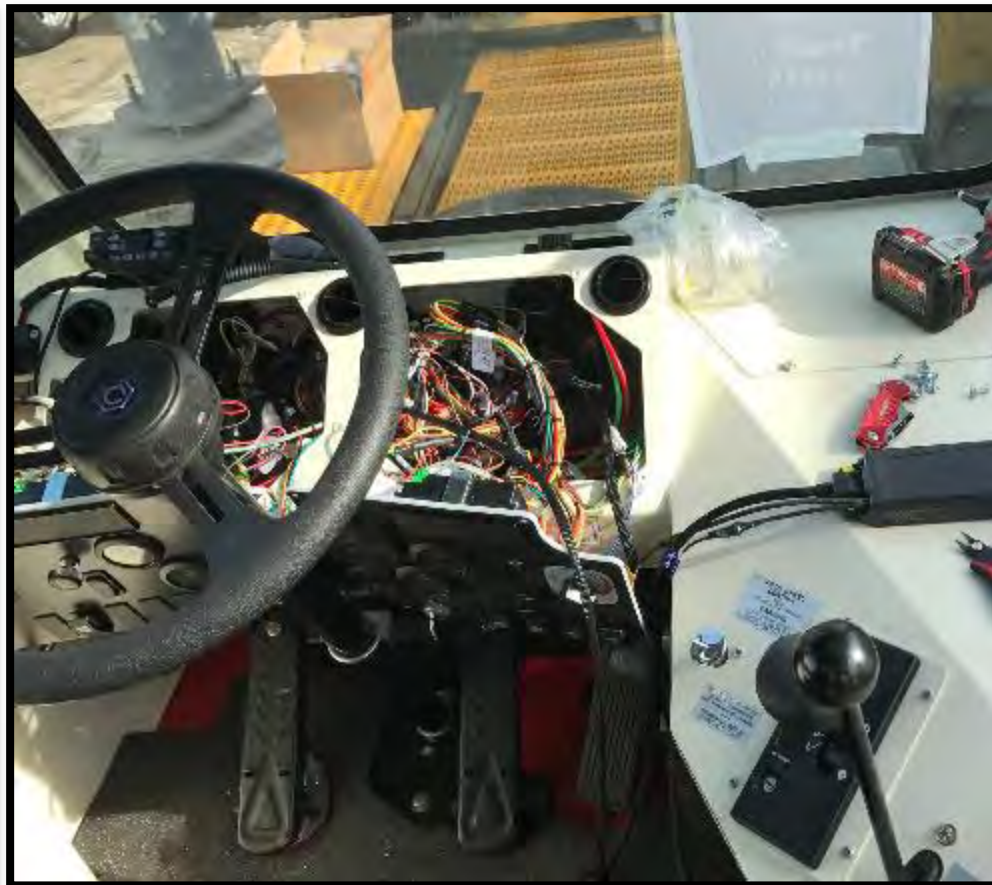




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# Winmate FM10 Installations





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# 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

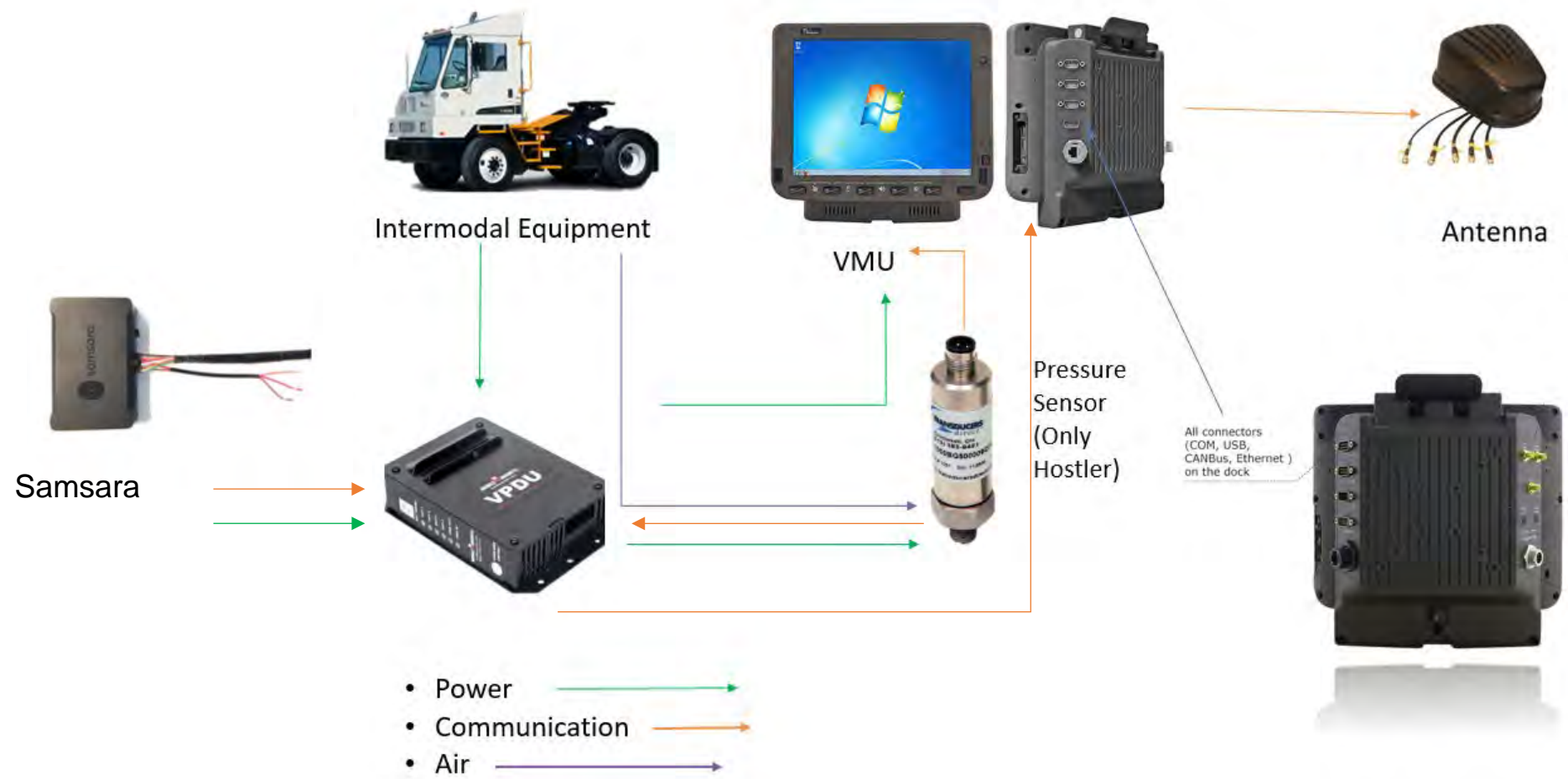




# Telematics/Pressure Sensor Solution



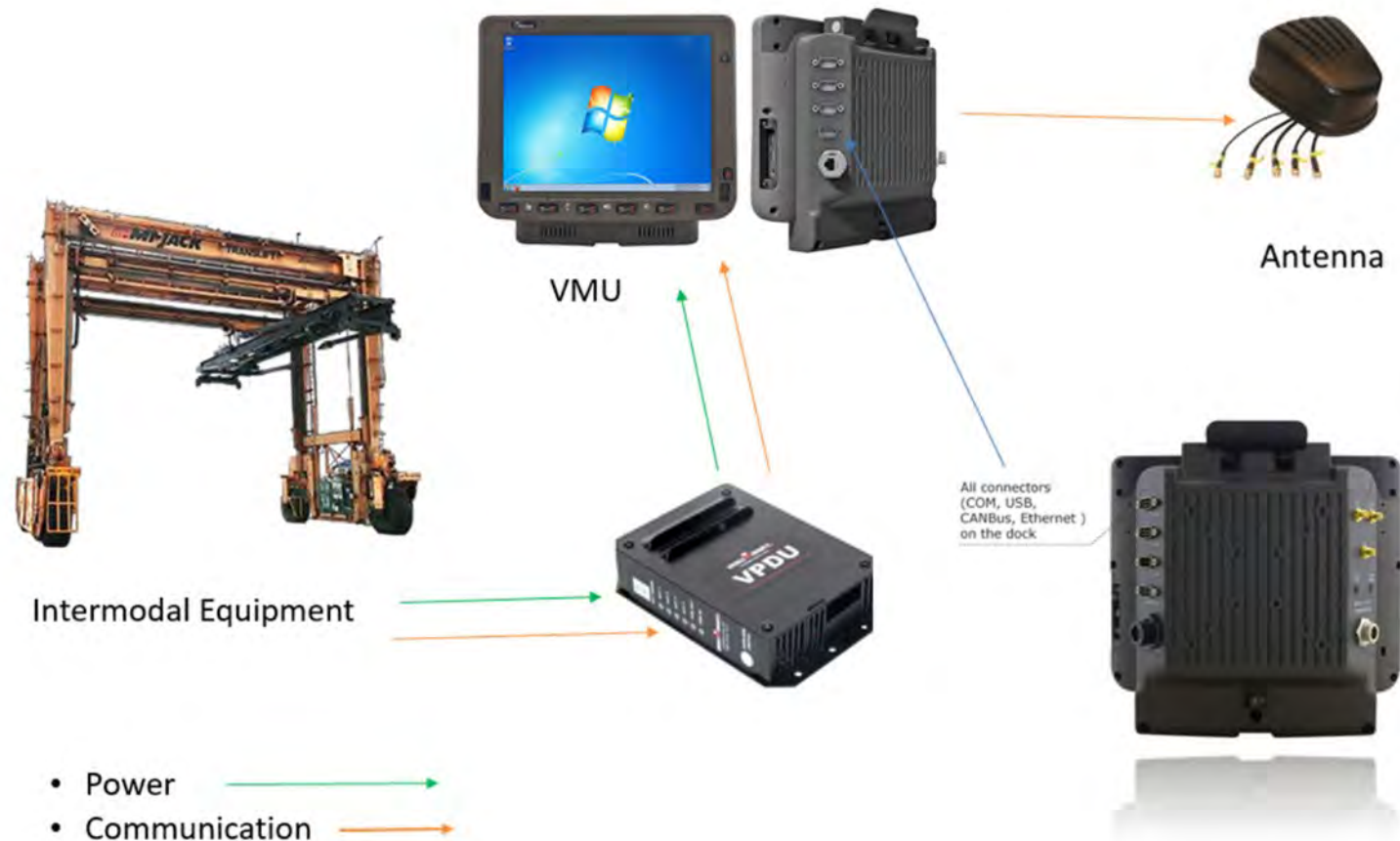
## Power & Communication Flow



# Twist Lock Sensor Solution



## Power & Communication Flow





# RAPID DEPLOY

## WIRELESS SOLUTIONS & SERVICES

*Patented Autonomous Wireless Solutions*



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# 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

## RapidFixed

Permanent installation requiring one single augured hole

## RapidMiniMax

Pole or surface mounted, Solar or AC powered

## RapidSky

High Mast light pole implementation

## RapidCrane

High speed, low latency, high availability

## 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

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- 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





# RapidSky Features

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- Completely Stand Alone
- Supports optional IP cameras and other wireless modes of operation.
- Weatherproof
- Ruggedized
- Complete remote management



# RapidCrane Features

- Supports multi-gigabit speeds
- High-speed, low-latency wireless solution
- Weatherproof
- Ruggedized
- Complete wireless remote control management





# 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



# RapidGate Features

- 24/7 Operational
- Fully Mobile
  - Can easily be loaded on a chassis or flatbed
- Traffic barrier gate
- Self service kiosks
- Traffic light
- PTZ and LPC cameras
- Guard office option
- Completely Stand Alone
- Cellular LTE Backhaul
- Point to Multipoint backhaul option
- 802.11ac Wi-Fi Access
- Weatherproof
- Complete remote management

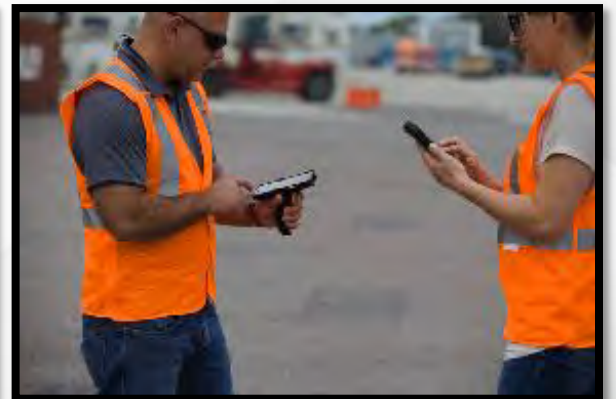




# How do we guarantee connectivity?

## Wireless exists only to support mobile!

- Design to support mobile
- Install to support mobile
- 24x7 Monitoring & Support



# Rapid Deploy Intermodal Experience



**Networks continuously operating on solar since 2017.**



**Over 1,000 wireless access points and backhaul devices on-line 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





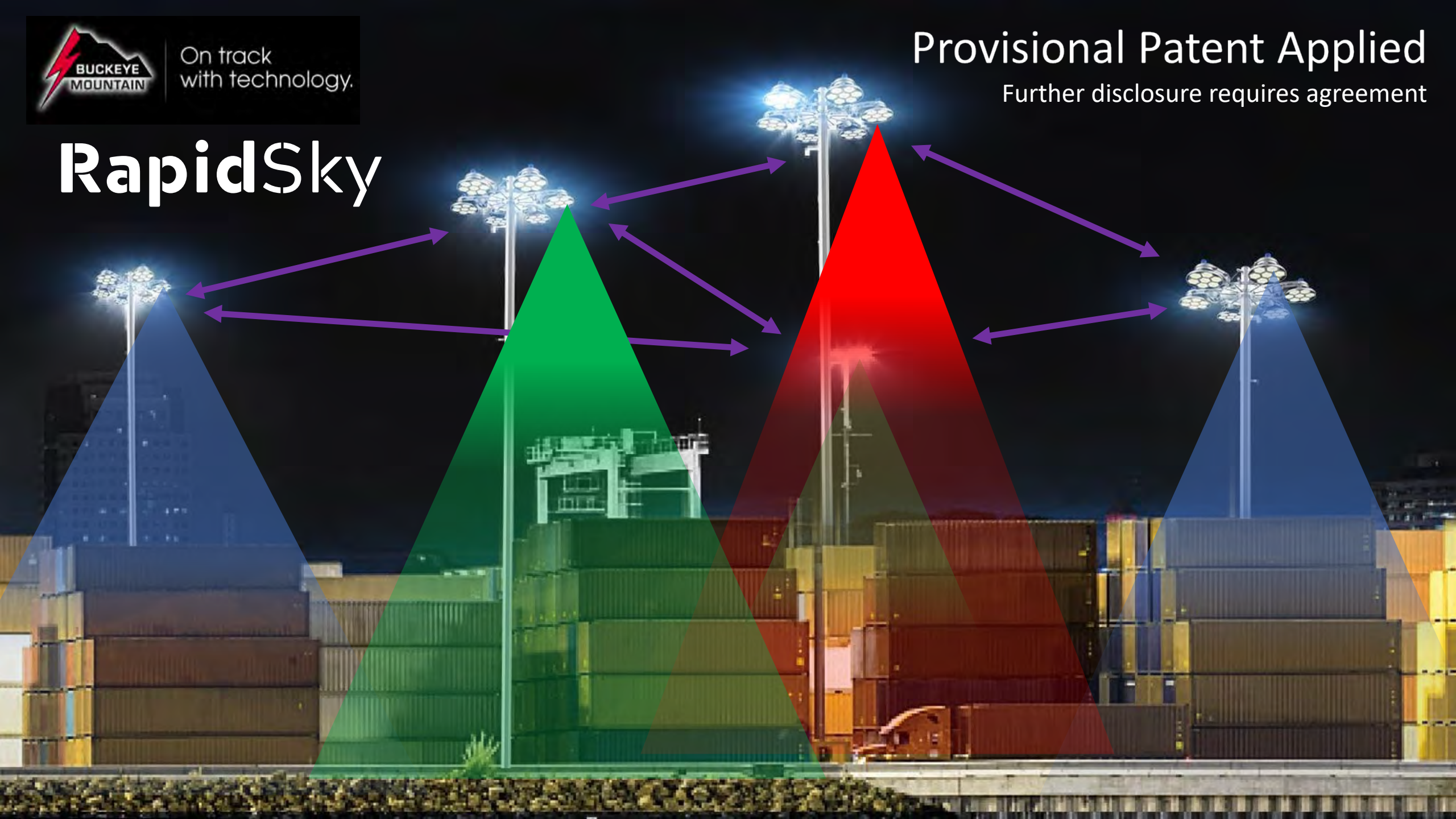


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# RapidSky

## Provisional Patent Applied

Further disclosure requires agreement





# RapidCrane - Wireless Widespan Crane





# Custom Backup Power Systems





# Types of Rapid Deploy Installations



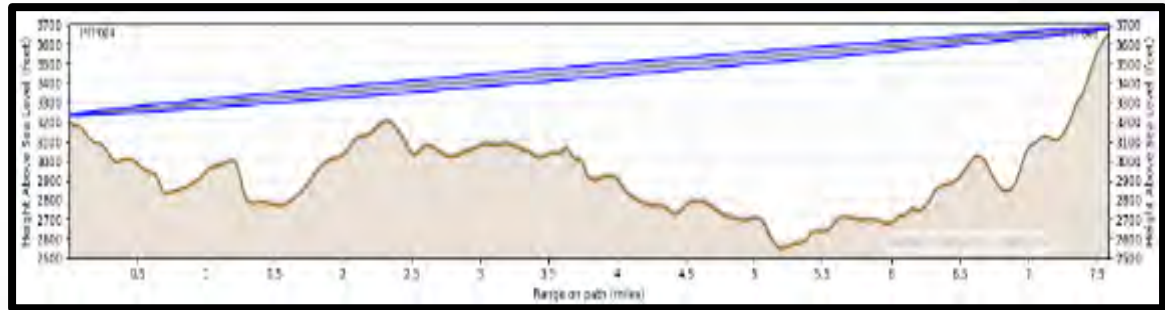
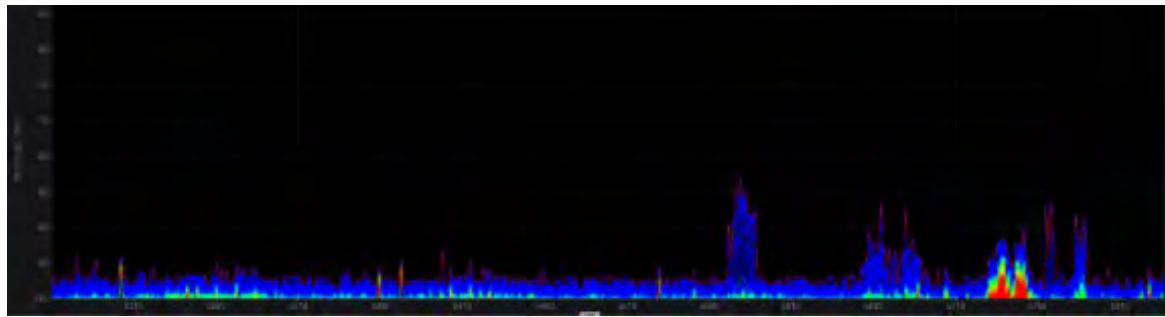
- Solar Powered
- Portable
- Fixed
- Mobile
- Tactical



# Design Services



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

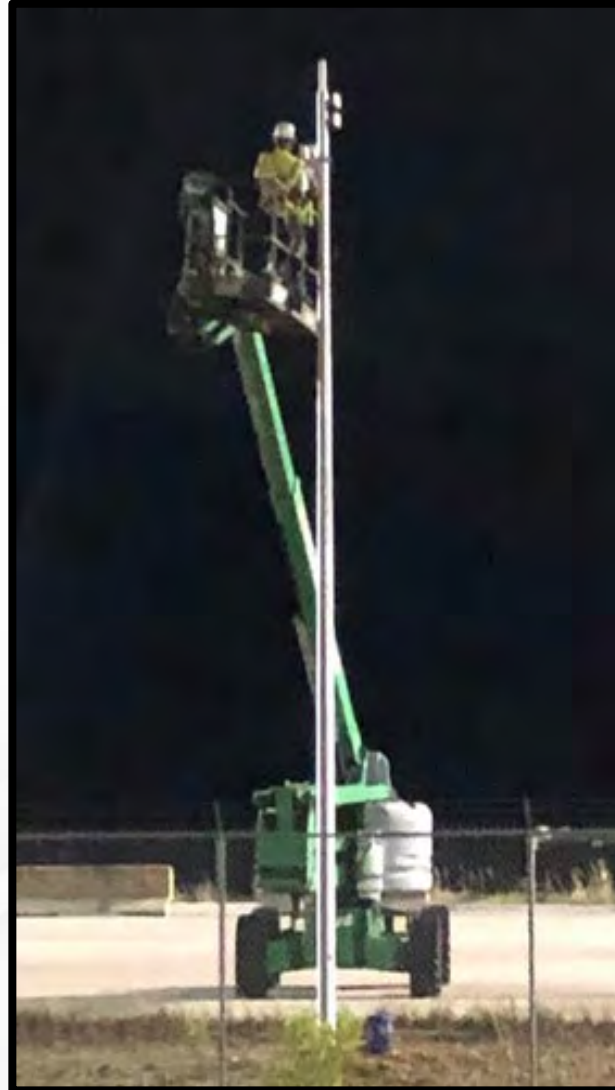




# Installation Services



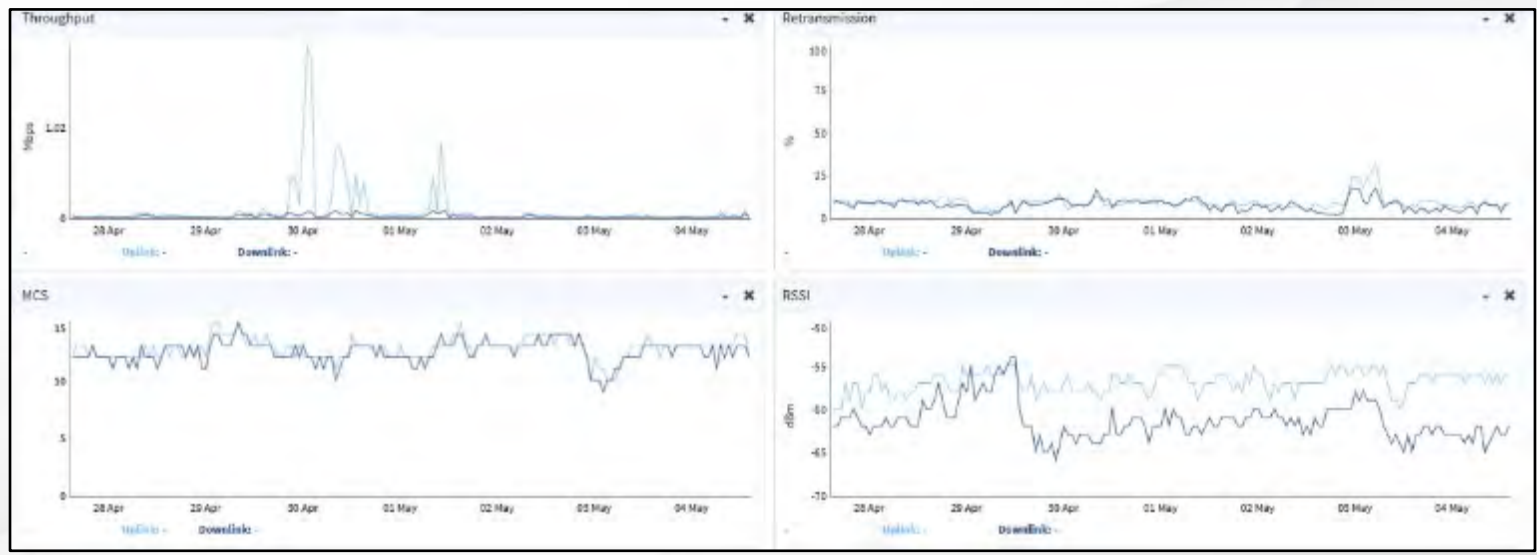
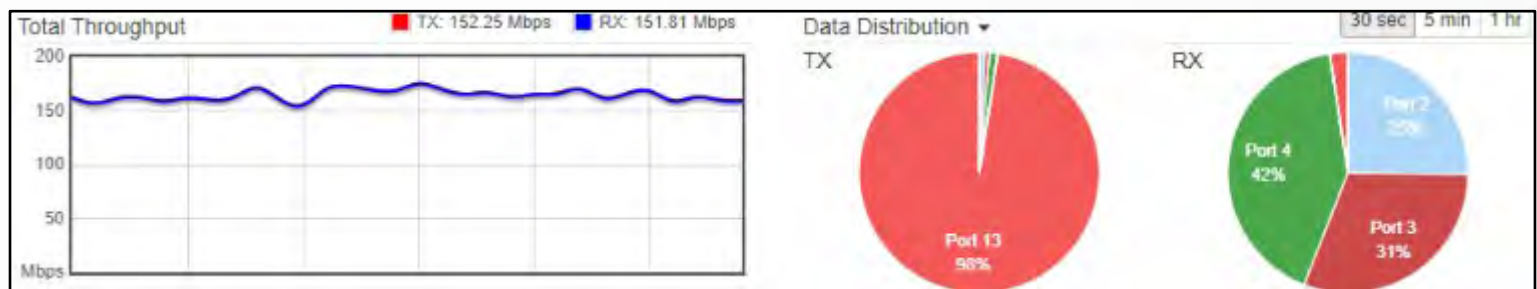
- Safety Certified Installers
- eRailSafe
- TWIC
- Project Management



# 24x7 Support



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





# Complete Remote Management Support



Port	Description	Link	PoE	Watts	TX Data	RX Data	TX Packets	RX Packets	Errors
1	Force 180 Backhaul	1G	24V	1.7	20.84 GB	853.14 MB	19M	10M	0
2	e501s AP	1G	48V	2.9	164.96 MB	47.53 MB	419K	209K	0
3	Moxa Term Server	100M-F	24V	1.4	95.69 MB	157.08 MB	1M	2M	0
4	Amcrest Camera	100M-F	48V	2.2	515.61 MB	20.02 GB	8M	15M	0
5	Port 5	Down	Off	0.0	0 B	0 B	0	0	0
6	Port 6	Down	Off	0.0	0 B	0 B	0	0	0
7	Port 7	Down			0 B	0 B	0	0	0
8	Port 8	Down			0 B	0 B	0	0	0

### Status System

Current Time: 7/6/2017 8:18:42 AM  
 Uptime: 2 days 20:59:31  
 CPU Usage: 0%  100%  
 Memory Usage: 0MB  128MB  
 MAC Address: ec:13:b2:e1:31:d0  
 IP Address: 172.21.101.12  
 Firmware Version: 1.4.8rc7  
 Board Rev: F

### Power

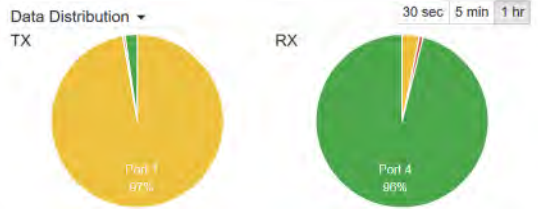
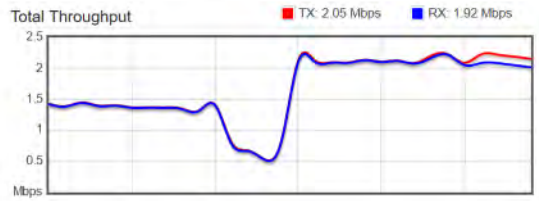
Board 48V: 30V  60V  
 Board 24V: 20V  27V  
 Board 3V: 3V  4V  
 Power Supply Input Voltage: 9V  72V  
 Power Supply Input Current: 0A  5A  
 Power Supply Output Voltage: 30V  60V  
 Power Supply Efficiency: 0%  100%  
 Power Supply Calibration: Not calibrated

### Thermal

Board Temp: -40C  125C  
 CPU Temp: -40C  125C  
 PHY Temp: -40C  125C  
 Power Supply Controller Temp: -40C  125C

### Cooling

Fan 1 Speed: 0 RPM  10000 RPM

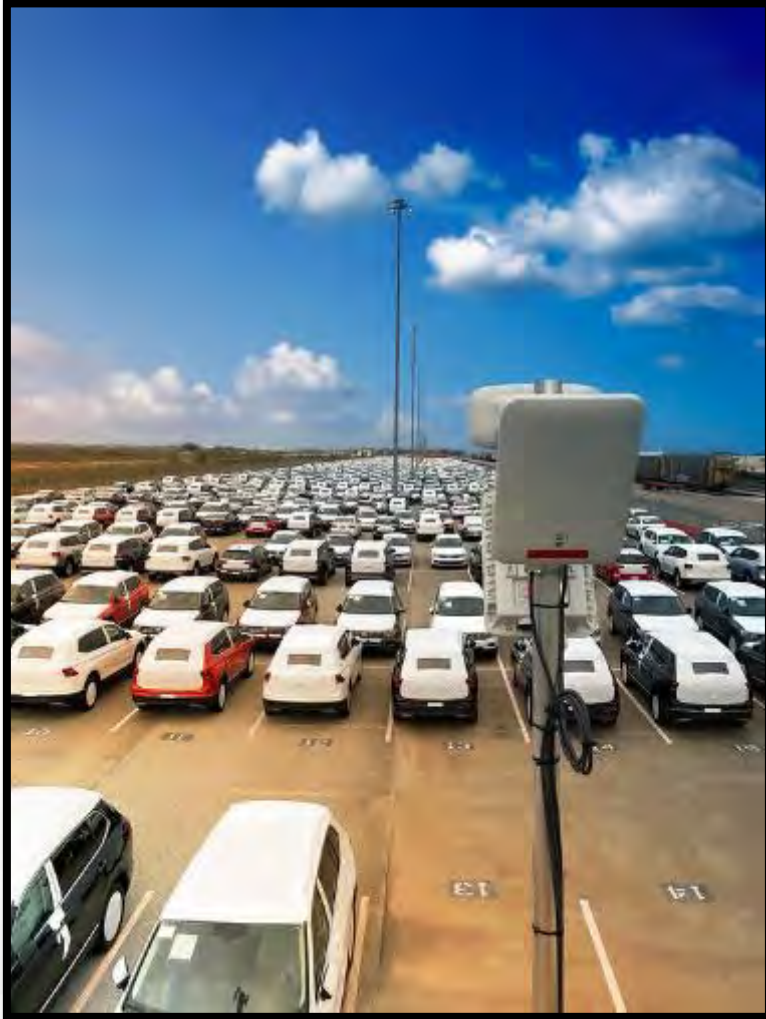


### Input Voltage ■ 25.9 V

10 min 1 hr 24 hr



# 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

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## 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 on-going 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

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## 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



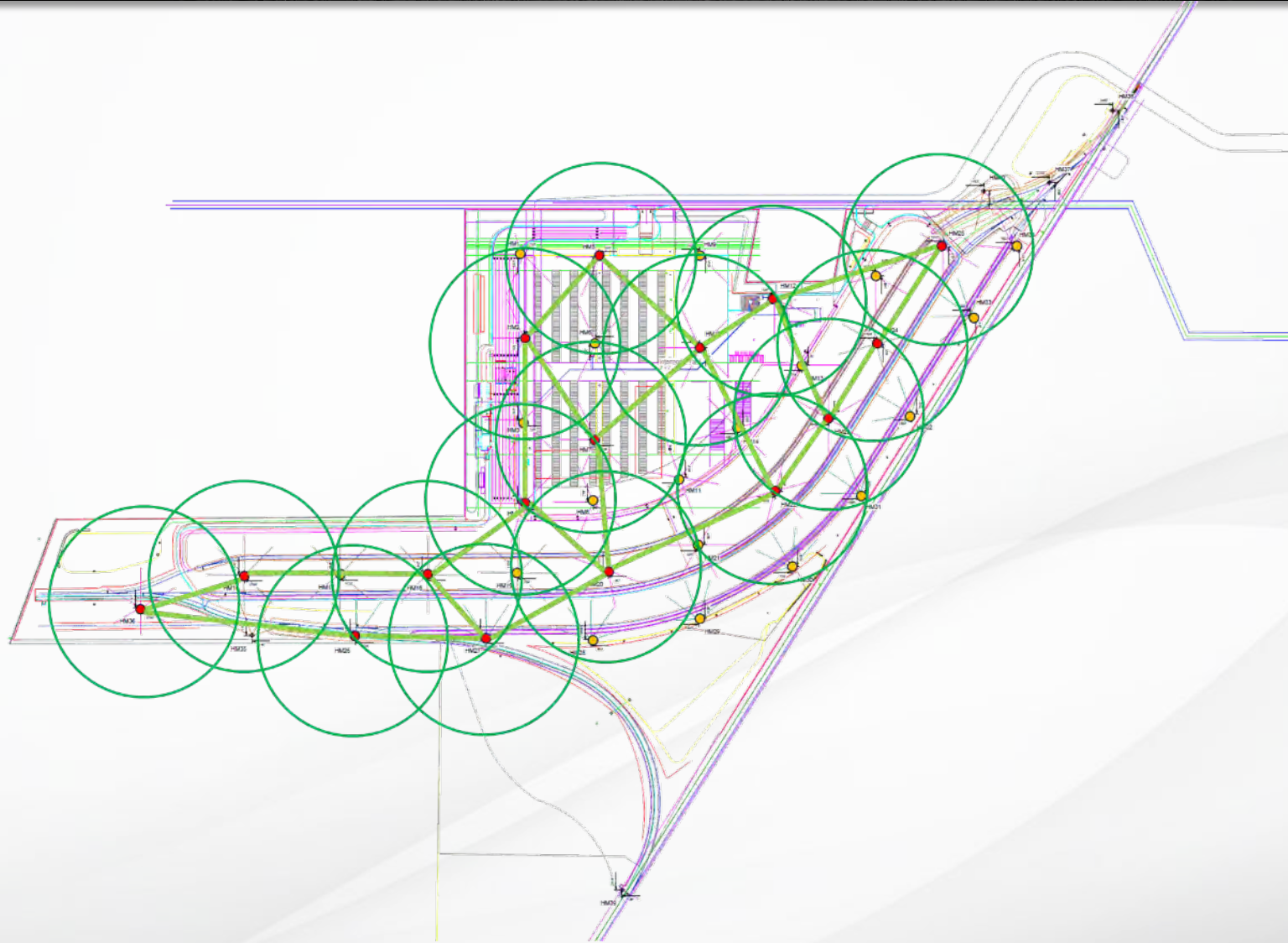


# RapidSky for Willamette – Installation Locations



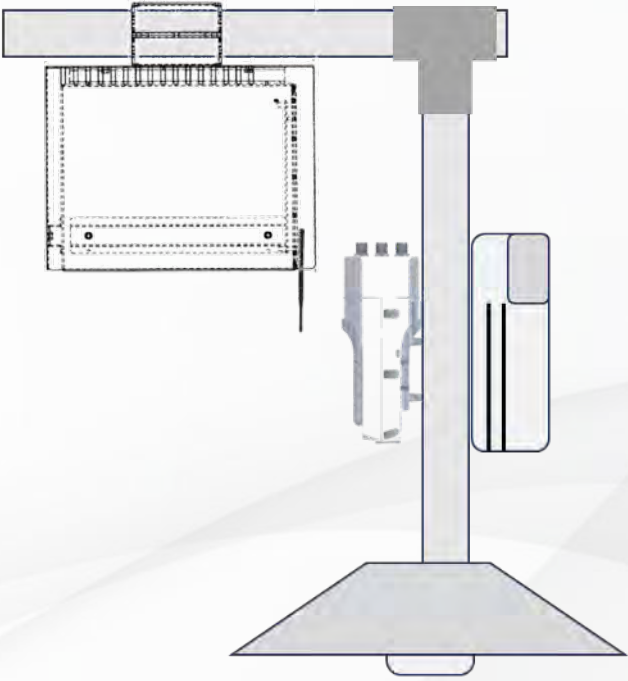
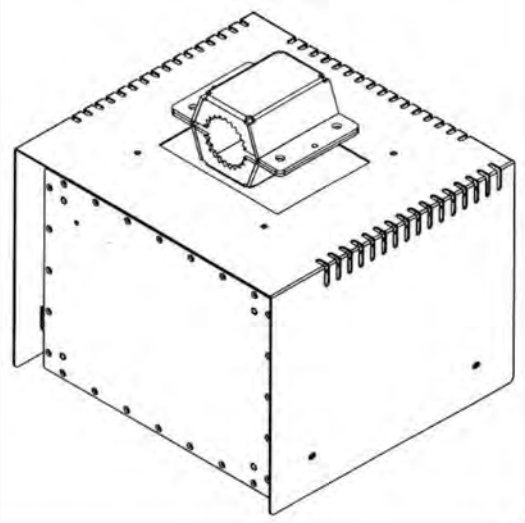


# RapidSky for Willamette – Diagram Overlay

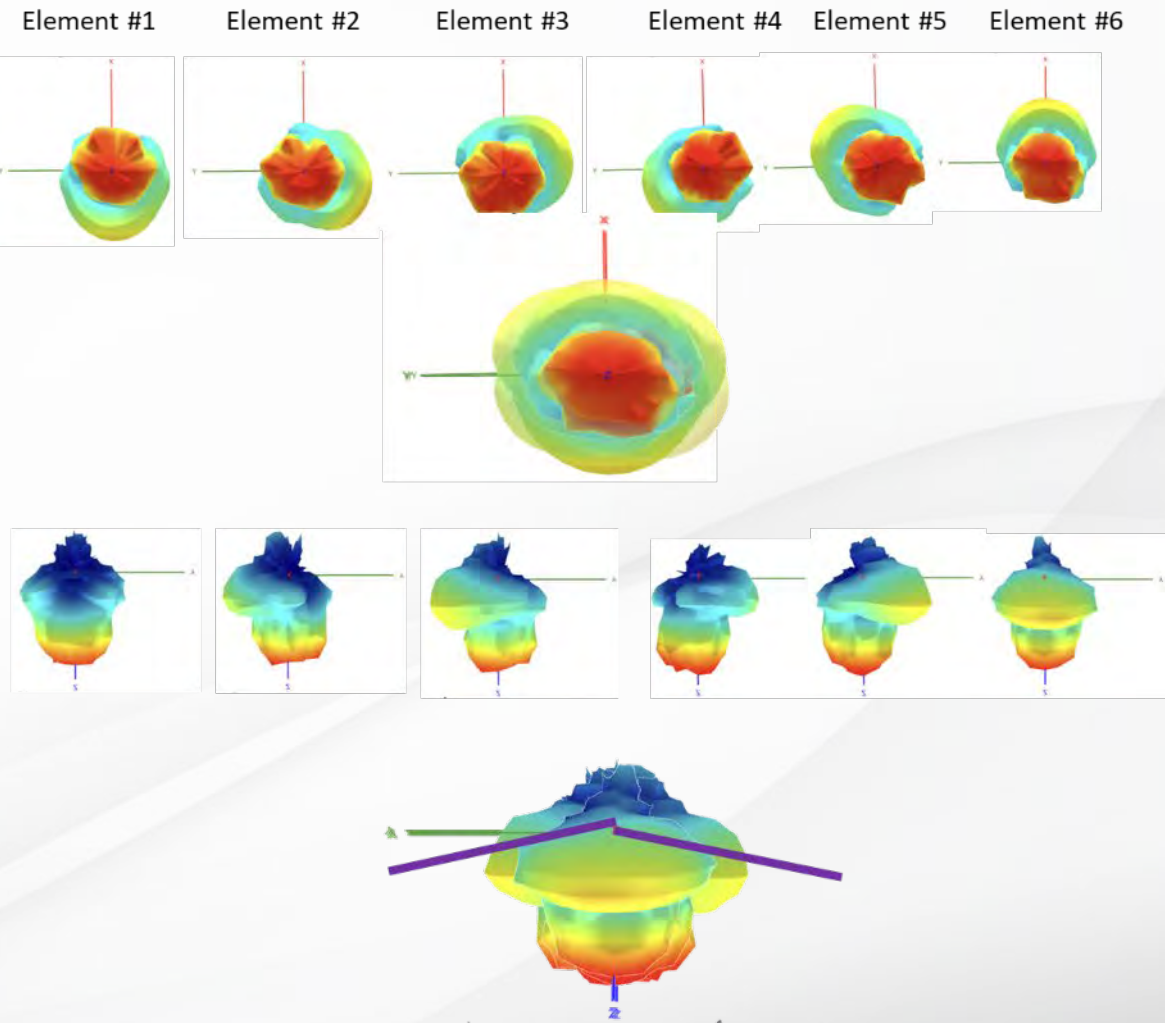
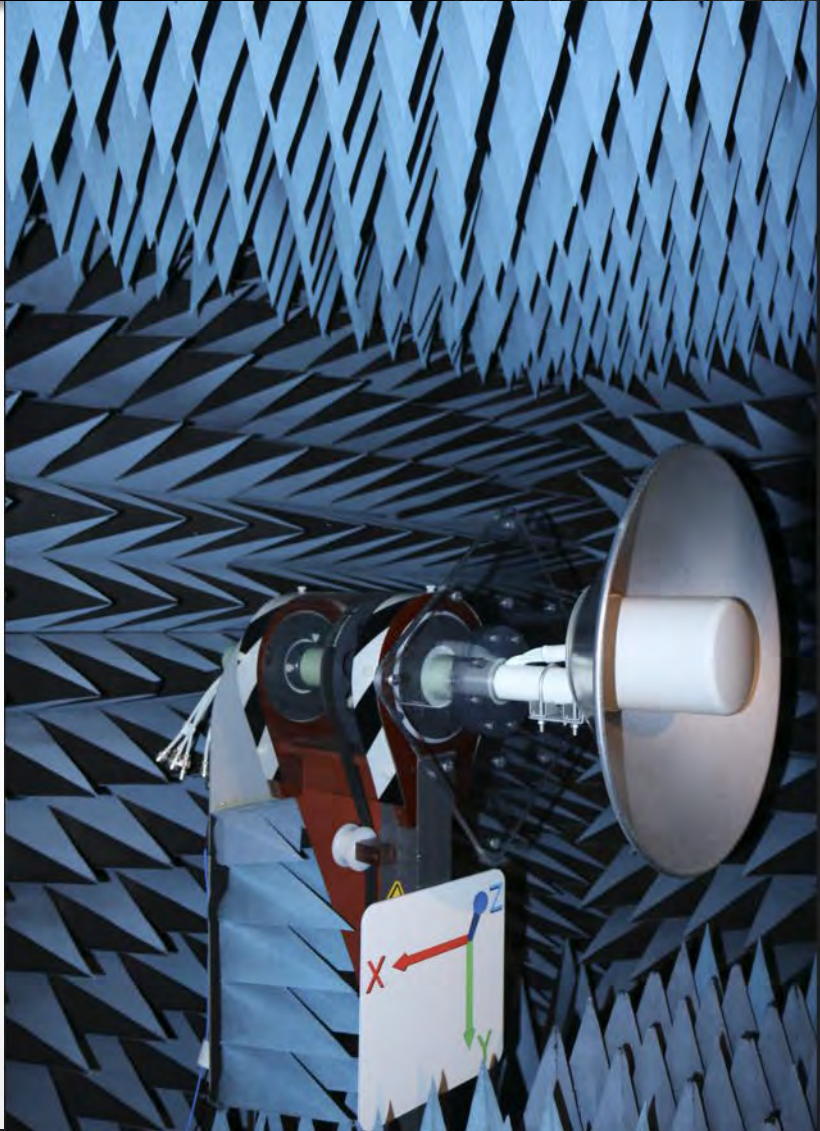




# RapidSky Hardware



# RapidSky – Custom Designs – Provisional Patent





# RAIL PORTAL

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On track  
With technology.



# 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



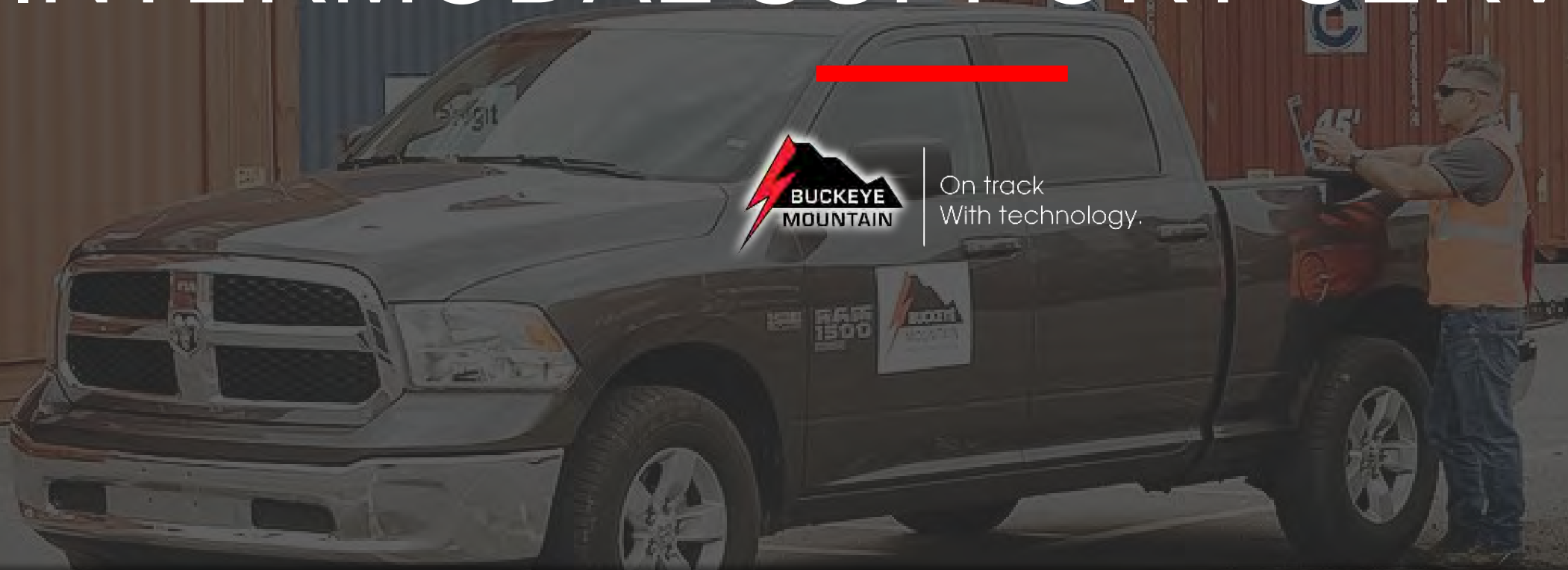
## Class One Railroad remote desks

- Performing remote 24/7 exceptions processing

# INTERMODAL SUPPORT SERVICES



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With technology.





# 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.**

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## **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

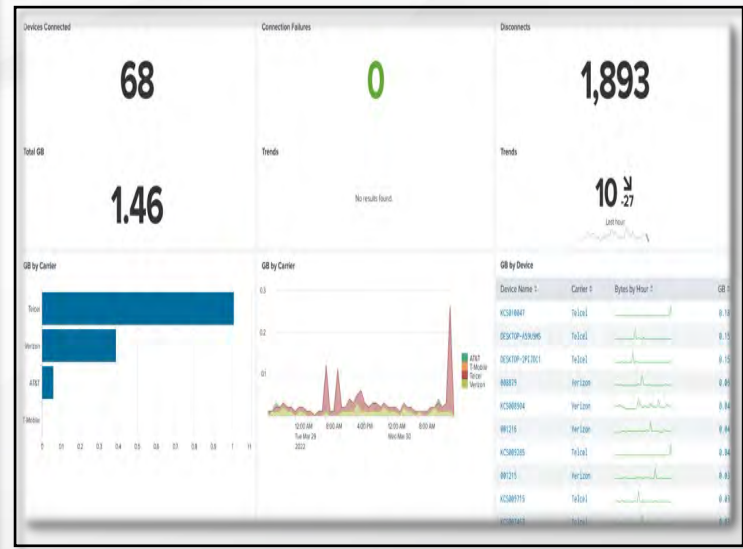


# Support Objectives



## 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



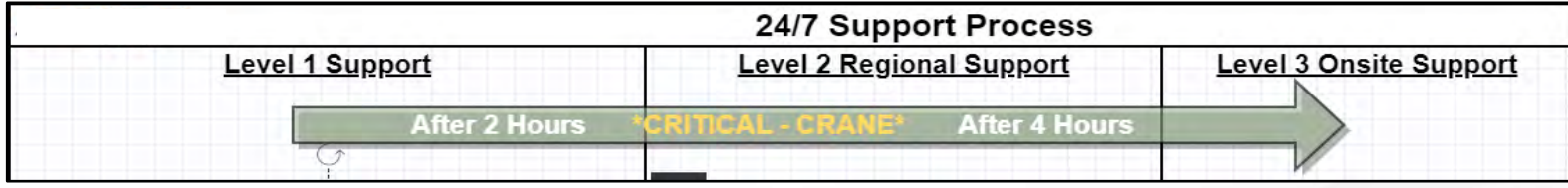
## Predictive Focus

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.

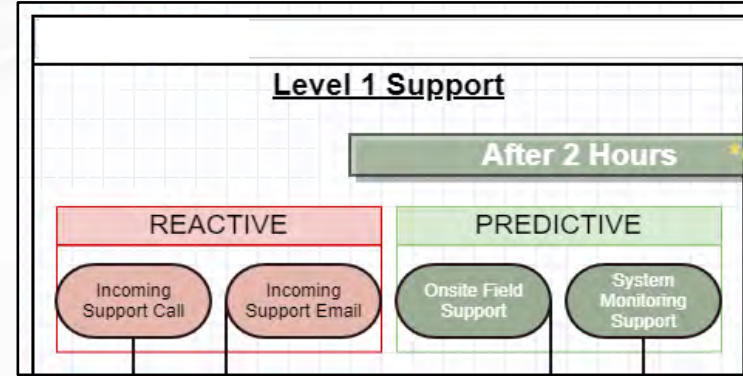
## Communication

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.



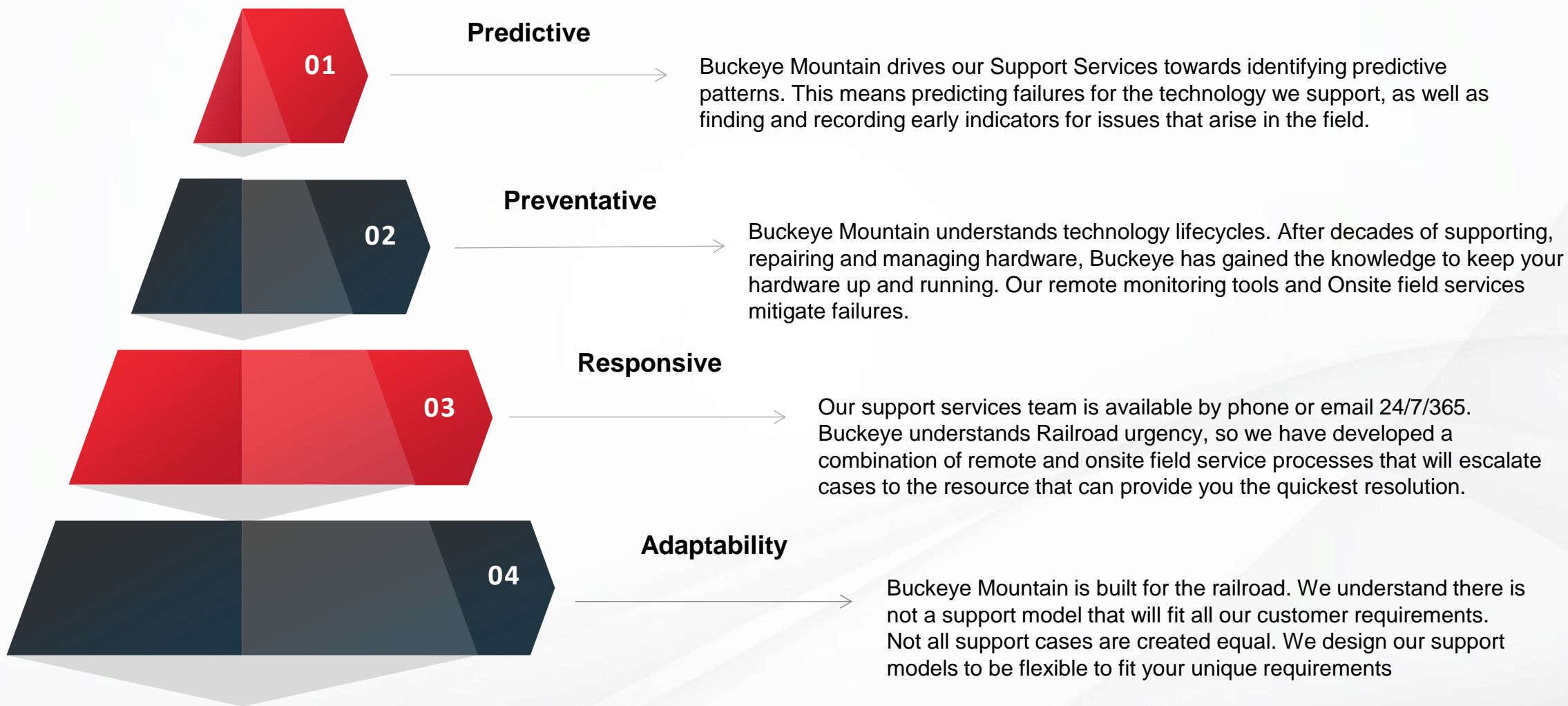
## Urgent Escalation

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



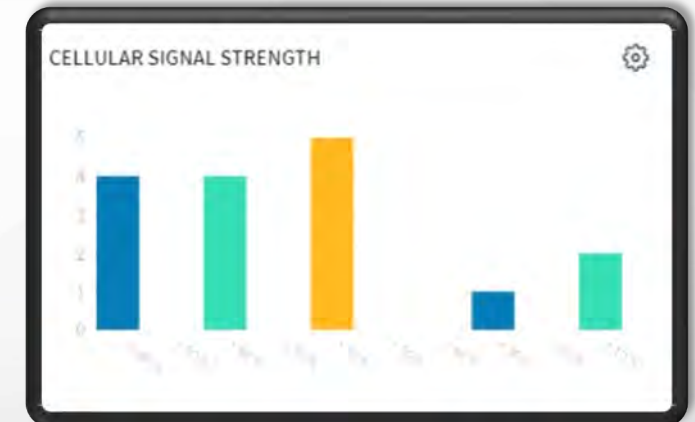
## Predictive Monitoring

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

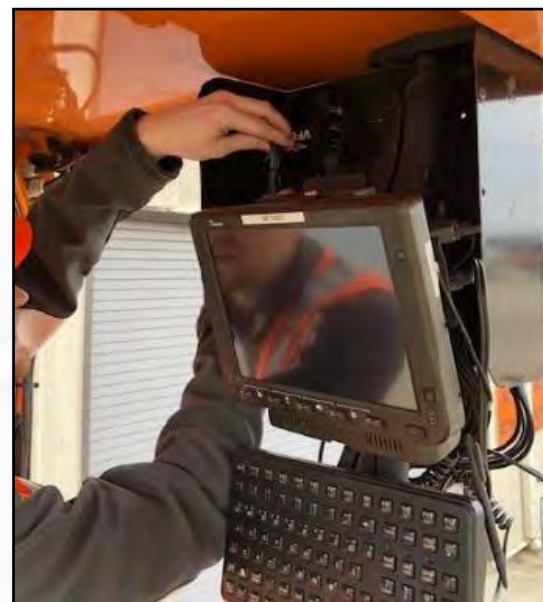
Buckeye Mountain Service Center has a team of certified technicians to perform warranty and non-warranty repair on your technology hardware.

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.



## Preventative Maintenance

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.



## 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 real-time 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

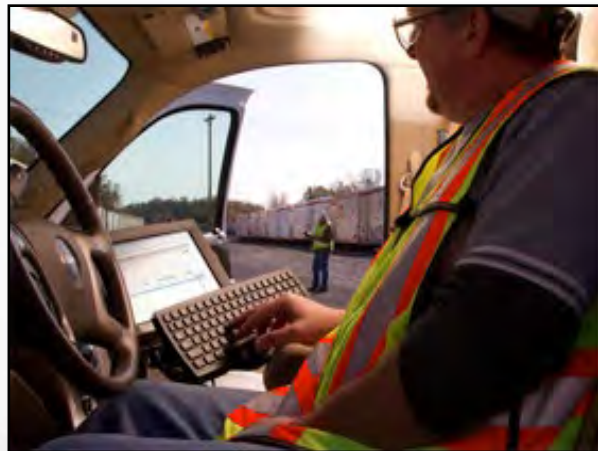


# Field Support Services



## 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





### **Region 1 (Chicago/North)**

**Augy Campos-(330)696-1841**  
**Juan Rosario-(773)440-1714**

- Chicago, IL 47<sup>th</sup> St.
- Chicago, IL 63<sup>rd</sup> 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)



### **Region 3 (NY/NJ)** **Charles Bailey-(609)432-0741**

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

### **Region 5 (Penn/Virginia)** **Will Willis & Charles Bailey**

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





# Terminal Operation System Training

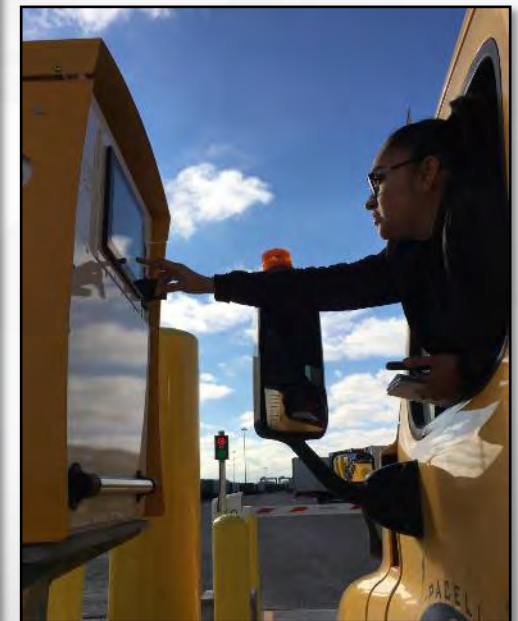
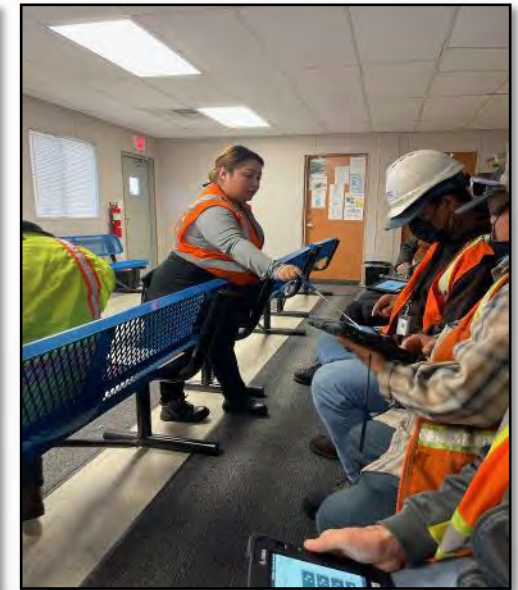


## Training

- 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



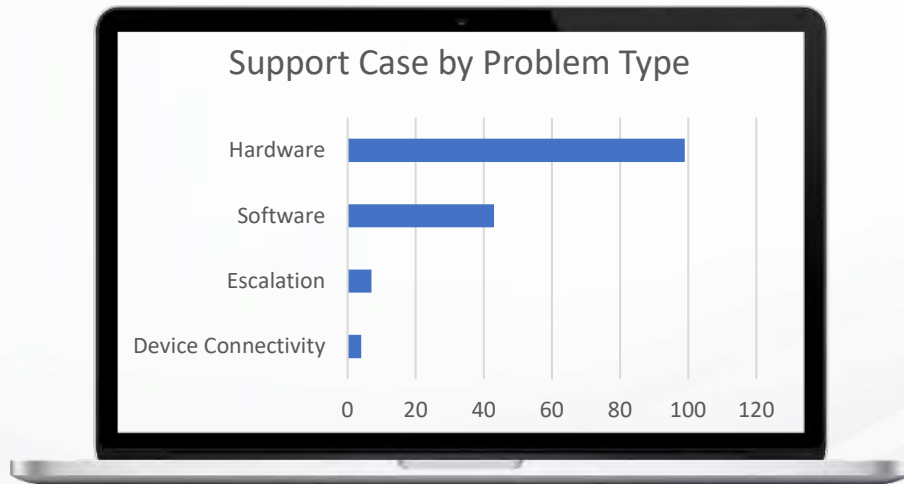
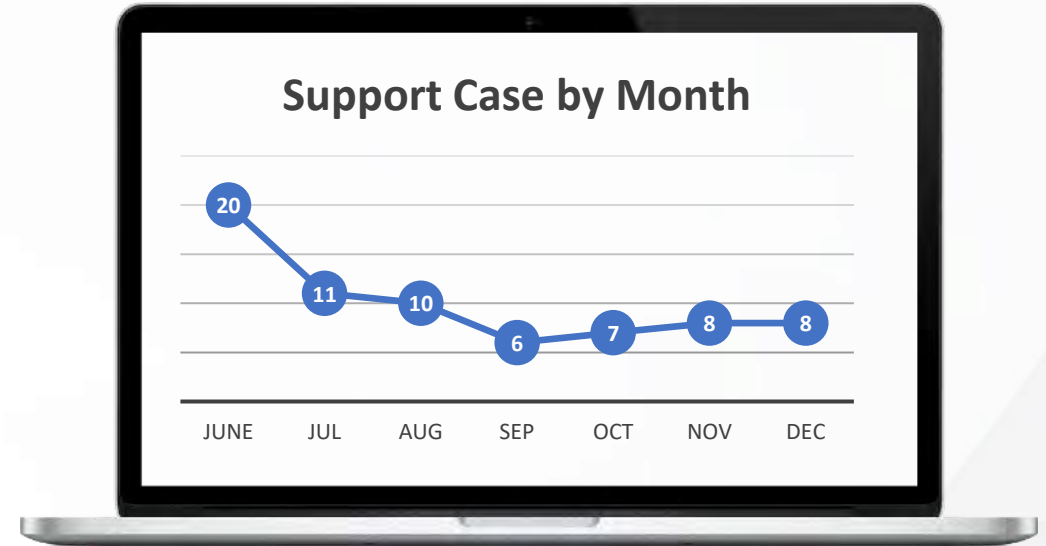
## Reporting

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			5	1	6
February			7	11	18
March		5	49	18	72
<b>Grand Total</b>	<b>0</b>	<b>7</b>	<b>114</b>	<b>32</b>	<b>153</b>



# Hardware and Asset Management



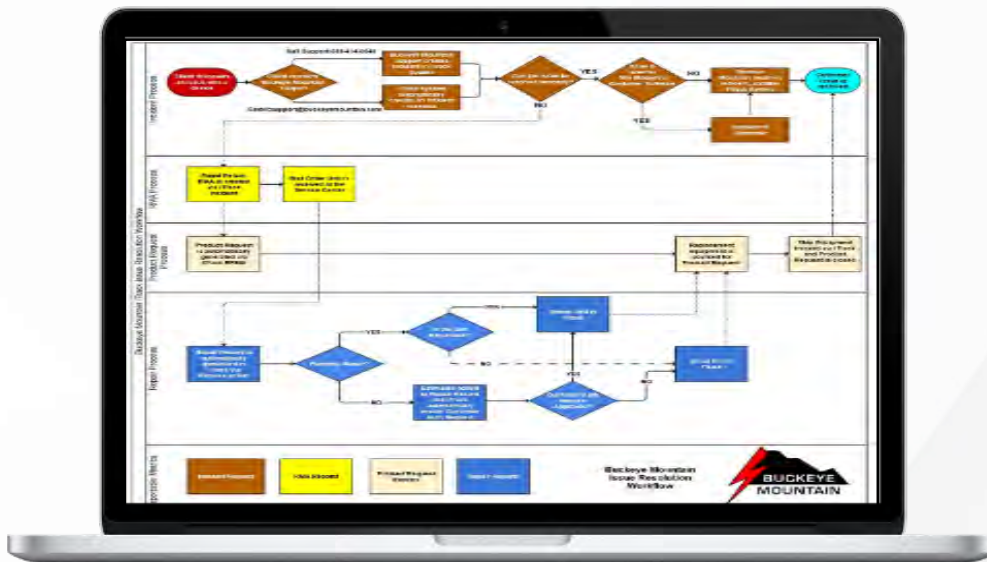
## Asset Tracking

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



ID	Description	Priority	Approval	Cost	Status
0001	...	...	...	...	...
0002	...	...	...	...	...
0003	...	...	...	...	...
0004	...	...	...	...	...
0005	...	...	...	...	...
0006	...	...	...	...	...
0007	...	...	...	...	...
0008	...	...	...	...	...
0009	...	...	...	...	...
0010	...	...	...	...	...



## 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





## **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.



**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.