



Hardware Configuration Management

Lower Your Total Cost of Ownership Today

Take advantage of Tacit's experience and expertise in providing world class services and solutions. Providing an integrated solutions approach to pre and post implementations allows you to lower the cost of doing business and to focus on the precious resources that add maximum value to your business. See what Tacit's experience can do for you...

Tacit offers a wide array of services designed to streamline implementation costs and lower long-term cost of ownership. The services provided include the collection of site configuration data, staging of pre-configured equipment based on site configurations parameters, systems testing of all components, and post-implementation asset management to insure high levels of usability while lowering internal costs of administration.

Equipment Staging

To insure speed and consistency of solution deployments systems, equipment is staged at Tacit's dedicated customer logistics center where it is tested, kitted and pre-configured specifically for the site. All elements are built into systems kits which are recorded in a database and shipped to the installation sites. Tacit fully documents and records each serial number, each installed configuration option and site deployment information. This information is entered into a data-base and made available for future warranty and servicesupport.

Systems Staging

Additionally, Tacit has the capability to systems-test and configure each piece of equipment configuration prior to shipment. Our technical staff will unpack each device, charge the batteries, load specific software, set all configurations and perform a live systems test using the customers' application. This service insures that all equipment is in working condition and ready for user deployment without any irritating or costly delays.

Post Implementation Configuration Management & Asset Tracking

Hardware manufacturers have created a support nightmare for many of our customers. Many of these customers have developed terminal applications that rely on specific releases of the manufacturers' hardware and imbedded software. The manufacturers subsequently improve and upgrade the hardware and software. When hardware is sent to the manufacturer for depot maintenance it is traditionally returned with the "latest and greatest" release which may not be compatible with the customer's application. This typically causes tremendous organizational stress and significantly increases the "Cost of Ownership". Products that are returned from manufacturers' service depots are not necessarily operational in the User environment without direct intervention by internal support staffs. This situation results in higher administrative costs, lower labor productivity, reduced effectiveness of working capital, and in many cases causes lost revenue or customer dissatisfaction.

Tacit's configuration management service guarantees that all equipment is returned in 100% working order with all your specific systems configurations and software versions loaded and tested. All assets are tracked with configuration files and ship dates with visibility via the web. This service allows our customers to reduce their internal costs with the assurance that Tacit is providing world class support to their organization.