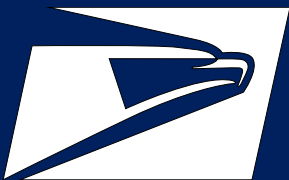


# LEXICON<sup>®</sup>

TECH SOLUTIONS

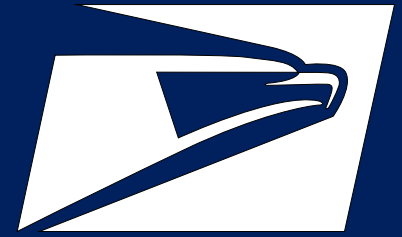


*UNITED STATES  
POSTAL SERVICE*

## CASE STUDY

MAINTAINING ONE OF THE WORLD'S  
LARGEST MOBILE DEPLOYMENTS

# CASE STUDY US POSTAL SERVICE



**UNITED STATES  
POSTAL SERVICE**

## THE CHALLENGE AN OPERATION DEPENDENT ON DISCONTINUED TECHNOLOGY

To cost-effectively provide customers the online-tracking and proof-of-delivery information they require, USPS requires their hardware to have **ROBUST SUPPORT** with **RAPID TURN-TIMES**.

### 4 KEY CHALLENGES:

#### SUSTAINABILITY

A forward-looking solution to extend the field life of their existing rugged handhelds. Since the manufacturer no longer supported these devices, replacement parts for such a large number of devices was a major concern. They needed not only needed a repair provider, but a parts provider as well.

#### SCALABILITY

With 300,000+ mission critical units in the field and a repair volume of approximately 30,000 devices per year, they needed a repair provider they could count on to deliver high-quality repairs quickly so they could meet their SLA requirements.

#### SIMPLIFIED HARDWARE MANAGEMENT

Managing 300,000+ devices is a tremendous feat. USPS needed a solution that would lessen the burden of orchestrating repair and maintenance without sacrificing control over their investment.

#### MAXIMIZING INVESTMENT VALUE

With hundreds of millions of dollars at stake, it was imperative that USPS achieve the highest utility from their mobile deployment for as long as possible to gain maximum value from their investment.

As one of the largest users of mobile technology in the world, USPS mail carriers rely on handheld computers to route, scan, process, and confirm deliveries.

In 2007, USPS began investing hundreds of millions of dollars into Intelligent Mail Data Acquisition System (IMDAS) — a system that relies on intelligent mail devices (IMDs) to effectively manage and track the delivery of mail and packages nationwide.



**317,000**

**MISSION CRITICAL IMDs  
DEPLOYED NATIONALLY**

(Custom built Motorola HC700  
rugged handheld devices)

**30,000**

**REPAIRS ANNUALLY**

# THE SOLUTION

## LEXICON'S 4 PART CORE COMPETENCY ACTION PLAN

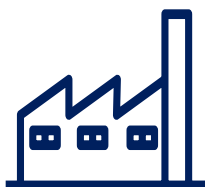


Lexicon Technologies engineers measured the HC700's maintainability with: **(1) a thorough technical analysis, (2) an action plan to identify necessary resources, and (3) IMD maintenance program architecture.**



### SUSTAINABILITY: **CERTIFIED MAINTENANCE**

- Lexicon's design, engineering and sourcing of specialized replacement parts provide a forward-looking solution to support IMDs far beyond the manufacturer's intended lifecycle
- Lexicon is **ISO 9001:2008 and ANSI/ESD-S20.20 certified**, with a robust MSD program.



### SCALABILITY: **REPAIRFACTORY®**

- RepairFactory's flexible layout meets demand without incurring additional costs.
- Process-centered operations deliver guaranteed quality outcomes — regardless of volume.



### SIMPLIFIED DEVICE MANAGEMENT: **REPAIRENGINE®**

Our **proprietary web-based technology repair platform** and mobile app that:

- manages all technology in one place
- provides custom reporting to identify repair volumes, failure types and cost savings
- starts repairs in a few clicks or with a mobile scan



### MAXIMIZING VALUE OF INVESTMENT: **COST SAVINGS**

- **Extended field life:** Lexicon's hardening techniques make devices more durable and resistant.
- **Reduced turn-time:** A US location and streamlined processes ensure timely repair.
- **Lower cost:** Refined repair processes lower repair costs. Advanced repair capabilities allow mainboard recovery. Simplified supply chain sources cost-effective replacement



# THE RESULTS

## **\$14M TOTAL SAVINGS**

### **OVER 2.5 YEARS WITH**

#### **UNINTERRUPTED USE OF MISSION**

#### **CRITICAL TECHNOLOGY SUPPORTED**

#### **WELL BEYOND THE LIFE EXPECTANCY**

The Lexicon maintenance plan provided tremendous savings for USPS. Not only was Lexicon's price approximately half of the price quoted by manufacturers, but additional savings were realized through Lexicon's low cost parts supply chain. Lexicon extended the field life of devices to increase return on investment for the IMDAS program. Equipment was supported well beyond the manufacturer's end-of-life notice through component-level repair and sourcing high-quality, low-cost replacement parts.

USPS became empowered by partnering with a focused, independent technology maintenance provider. By remaining in charge of its own technology deployment strategy, USPS can extend their hardware investments and self-manage their hardware upgrade schedule.



For 25 years, Lexicon has been the go-to leader for maintenance, management, and deployment solutions for top brands in nearly every industry vertical, with customers that include Amazon, Crate & Barrel, Cardinal Health, Staples, U.S. Foods, and the USPS. Our solutions are powered by industry-certified, quality repair processes, a modern 50,000 s.f. US-based operations center known as RepairFactory®, and Lexicon's cloud-based maintenance management platform.

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**25 YEARS  
EXPERIENCE**



**UNMATCHED  
PRICING**



**INDUSTRY  
CERTIFIED  
PROCESSES**



**50,000 SQ.FT.  
US-BASED  
REPAIR FACILITY**