

Replacement in the Air



If you have one or more malfunctioning units, we can provide next-day delivery of operational replacement units. It's a service called RITA (replacement-in-the-air), and it results in significant savings over on-site maintenance, as well as increased quality of service for remote equipment.

RITA Service includes:

- Staging professionals load, configure and test the replacement equipment, and ship the replacement unit, configured identically to the failed unit, for next day delivery.
- Packing materials and prepaid shipping invoice are provided to return the failed machine to our staging facility.

Features and Benefits:

- We handle the equipment repair, plus make needed adjustments in hardware or software configuration.
- Discounted shipping rates are standard, because of our shipping volume.
- Field equipment downtime is minimized (replacement is on-site next business day).
- Inventory is stored at our secure location, reducing excess inventory on-site and at customer's warehouse.

Cadence

Our Cadence™ web-based asset management tool is used to manage the replacement process and monitor failures to predict preventative maintenance. Cadence allows you to maintain accurate inventories of your assets by serial number and by location. Other features include:

- Real-time view of assets: Cadence provides you with 24/7 access to your asset database.
- Data integrity: Cadence significantly minimizes the possibility of human error by utilizing data captured and stored in the database.
- Shipment tracking: Cadence is integrated with FedEx®, UPS®, and Yellow Freight tracking systems to provide one-click tracking of shipments in transit.
- Extensive reporting: Cadence provides customized reporting developed to meet your individual needs. Reports can be viewed as e-mail, a Microsoft® Excel spreadsheet, or by using a Web browser.

Customer Benefits:

- Customer can ensure that project activities are accurate and on time.
- Customer can view site inventory and equipment configuration at field locations.

Call us to see what RITA can do for you!

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Here's how the process works:

