

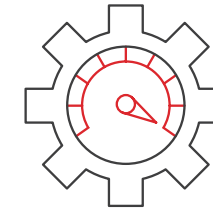
iTRACK® ASSET AND MAINTENANCE MANAGEMENT SYSTEM

THE AFFORDABLE, FLEXIBLE
WAY TO MONITOR AND
CONTROL COSTS.



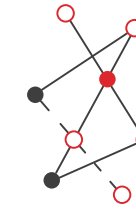
OPTIMIZE, CONNECT, AUTOMATE.

The iWAREHOUSE® Intelligent Warehouse Solutions portfolio and Raymond's intralogistics capabilities empower companies to optimize, connect, and automate their operations with a variety of tools and services. We believe this approach is essential to improving your facility functions, as well as creating a culture of continuous improvement throughout your company. Through customized solutions that are the right fit for your business, we provide you with a way to remain productive, efficient, and competitive.



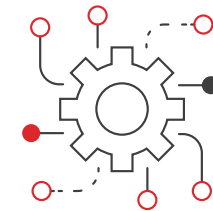
OPTIMIZE your operations, systems, assets, fleet and personnel to ensure everything in your facility provides the most value. Raymond applies the principles of lean management to help you achieve optimization, eliminate inefficiencies, and identify and solve challenges.

Solutions include Lean Management, Material Handling Equipment, Financing, Rentals, Virtual Reality Learning and Maintenance/Service.



CONNECT your facilities with innovative technologies. Smart technologies, like telematics, help operations gather and analyze data — providing actionable insights that can be implemented to deliver measurable business results.

Solutions include Fleet and Asset Management Systems, Operator Assist Technologies, Labor Management Systems, Real-Time Location Systems, Object Detection and Notification Systems and Consulting.



AUTOMATE your operations to make production and distribution processes efficient, easily repeatable, consistent and cost-effective. Automation will enhance processes, maximize existing labor and resources, as well as make your warehouse more scalable.

Solutions include Automated Guided Vehicles, Automated Storage and Retrieval Systems, Robotics and Consulting Services.



INSIGHTS OF iTRACK

What's my largest cost per truck?

Am I staying within budget?

How can I quickly explain my expenses?

How can I be sure every invoice is correct, and why so many?

How are my service providers performing?

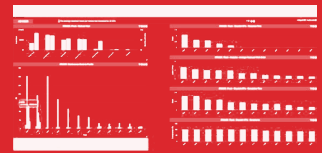
Should I retain, reallocate, replace, or remove this piece of equipment?

What parts am I buying most often?

Which site is spending the most on maintenance?

How can I keep track of the total cost of owning a lift truck?

How many trucks do I have? How old are they?



KEY METRICS

iTRACK lets you monitor and manage all your assets and service requests 24/7 through the GATEWAY™—a single, smart, web-based interface.

DISPATCH & RESPONSE
MAINTENANCE COSTS
SINGLE-SOURCE INVOICING

MONITOR AND MANAGE YOUR ASSETS, SERVICE AND COSTS.

Faced with tight budgets and deadlines, today's warehousing and distribution facilities have to run more intelligently and efficiently than ever. To optimize your operation and control expenditures, you need to know what you're spending money on, where, and why.

iTRACK gives you that visibility into maintenance costs, helping you quickly determine which assets are costing you the most. With in-depth insights into your spending, you can identify savings opportunities in every corner of your warehouse and every area of your business.

UNPARALLELED VISIBILITY & FLEXIBILITY

As the only solution of its kind in the industry, iTRACK gives you the most comprehensive maintenance-tracking and management capabilities available, allowing you to make more informed and strategic decisions to drive continuous improvement and gain a competitive edge.

ANY

asset | brand or manufacturer | service provider | location

UNPARALLELED VISIBILITY INTO YOUR MAINTENANCE COSTS

As the industry's most comprehensive maintenance cost-management solution, iTRACK provides invaluable insights into every stage of the service cycle and equipment maintenance costs.

Easy to implement with no required hardware, iTRACK offers an affordable, flexible, scalable way to make your business more transparent, resilient, and efficient using data.



Cost/Utilization matrix lets you quickly see if an asset is being used efficiently or if it should be reallocated, replaced, retained or removed.

THE iTRACK SYSTEM

Designed to help you identify trends and make more informed strategic decisions on asset utilization, the iTRACK solution creates intuitive, interactive reports using the data you already generate through service requests and work orders via the GATEWAY's web-based platform.

By running the data through a world-class reporting analytics platform, the system gives you actionable information to make decisions about maintaining, repairing, or upgrading your forklift fleet and other material handling equipment.

iTRACK REPORTING

Customizable filters and parameters allow you to view exactly the information you want in the format you need.

Automate the generation of reports to quickly, easily, and regularly analyze specific areas of your operation.

Drill down from enterprise-wide data to individual facilities, assets, type of service, etc.—all with a few clicks.

A SOLUTION FOR EVERY STEP OF THE SERVICE CYCLE

FLEXIBILITY. AFFORDABILITY. MODULARITY.

To optimize your asset and maintenance management and help you get the most out of the system, iTRACK offers an array of integrated modules that work together to help you control costs at every stage of the service cycle.

Customizable and tailored to your operation, iTRACK modules can be layered onto the system to provide exactly the capabilities you need.



ASSET/FORKLIFT
IN NEED OF
REPAIR



STORE/DC SENDS
DISPATCH REQUEST



SERVICE CENTER
RESPONDS AND
SENDS TECHNICIAN



DAMAGE IS
ACCESSED AND
REPAIRED



COST DATA IS
RECORDED, ANALYZED
& INVOICED



COST DATA
AVAILABLE IN
MULTIPLE REPORTS

iTRACK Dispatch Module

iTRACK Single-Source Invoicing Module

iTRACK Reporting

DISPATCH

The iTRACK Dispatch module can help keep your trucks on the floor by letting you remotely request service, rentals, and scheduled maintenance, track technician activity and view reports — from any vendor — anywhere, anytime.

The iTRACK Dispatch KPI Tracker lets you monitor the performance of service providers for greater accountability and easier vendor management.



REQUEST SERVICE FROM ANYWHERE

Know when a dispatch request was made and who made it.



TRACK TECHNICIANS

Know which technician was at which facility, when, for how long, and what equipment they worked on.



VIEW REPORTS

Get at-a-glance information on service response times, asset downtime, work order status, and asset availability. View reports to monitor KPI's.

SINGLE-SOURCE INVOICING

The iTRACK Single-Source Invoicing module simplifies invoice tracking, reduces processing time, and cuts administrative costs by providing consolidated electronic invoices — showing weekly, bi-weekly or monthly activity — for all your managed assets. Since the average cost to process and pay an invoice is \$25, iTRACK's consolidated, single-source invoicing offers a more convenient, efficient, and cost-efficient solution that can dramatically impact your bottom line.



CUSTOMIZED INVOICES

Break out invoices by site, type of truck, purchase order number, or put it all together in one—with no limit on the number of sites or assets you include.



ACCURATE CHARGES

All work orders and invoices are processed by Raymond Fleet Services for accuracy.



EXPENSES AT A GLANCE

Quickly view expense details for greater accuracy and faster, easier reconciliation.



Geofencing

Real-Time Location System (iW.RTLS)

Tracking

Zoning

Labor Management System

iBATTERY™ Battery-Monitoring Solution

iWAREHOUSE® Telematics

If you want the most valuable, actionable data on your operation, turn to the iWAREHOUSE Intelligent Warehouse Solutions portfolio backed by a global network of professionals dedicated to helping you run better and manage smarter.

TELEMATICS SOLUTIONS FOR TODAY AND TOMORROW.

While iTRACK offers the ideal standalone solution for tracking maintenance costs, it can also be combined with other solutions in the iWAREHOUSE® suite to give you the most comprehensive data-driven insights available. Flexible and scalable, iWAREHOUSE Intelligent Warehouse Solutions can work in harmony to adapt to the changing needs of your business.

iWAREHOUSE® Telematics Fleet Management System

provides invaluable, actionable data on equipment and operator utilization, access control, impact management, and more.

iBATTERY™ Battery Monitoring Solutions

lets you remotely monitor battery utilization and costs across your entire industrial vehicle fleet to avoid unscheduled downtime, maximize utilization, and extend the life of your forklift batteries.

iWAREHOUSE® Real-Time Location System (iW.RTLS)

helps you keep equipment in the right place at the right time through zoning capabilities, and allows you to control individual truck behavior.

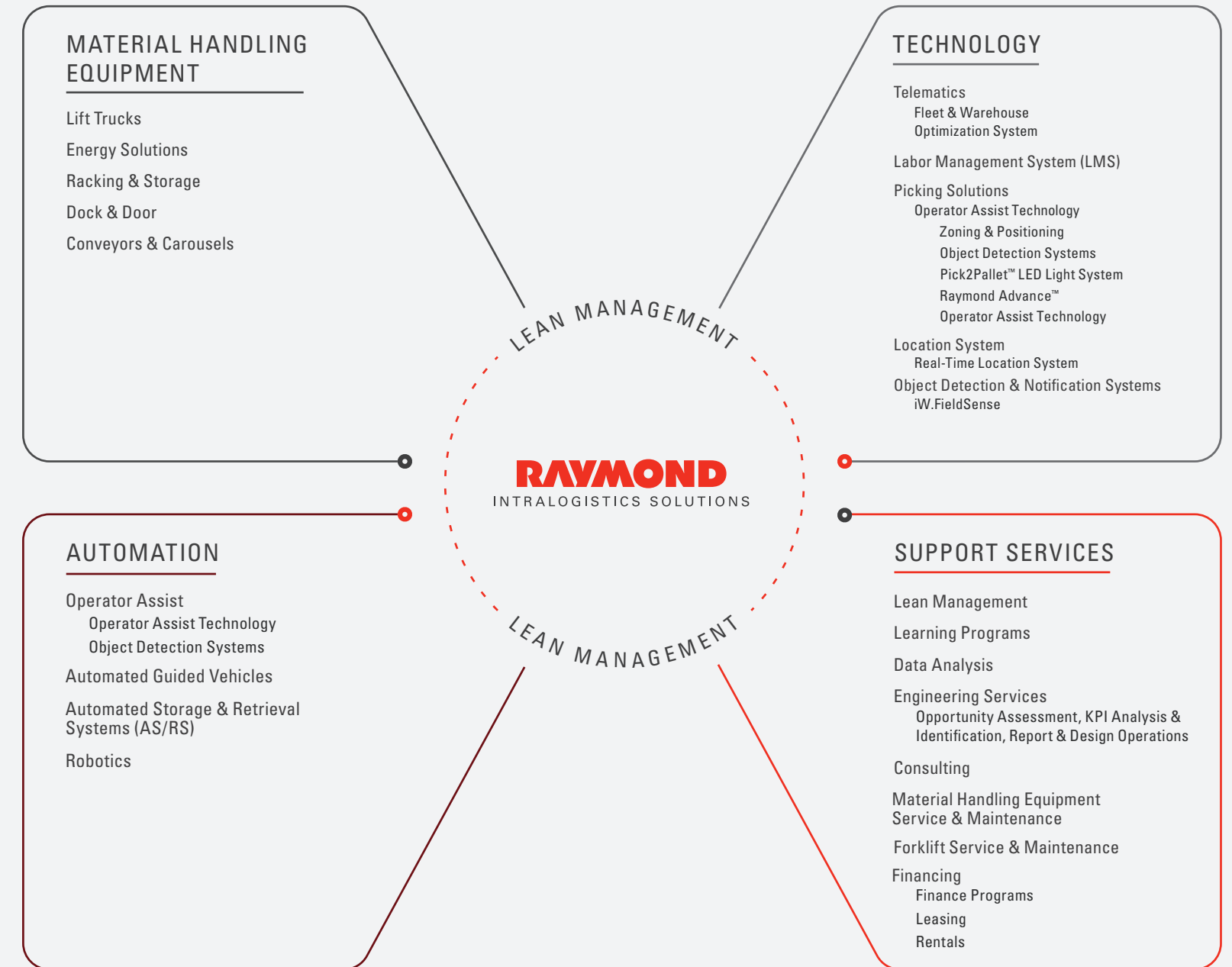
iWAREHOUSE® Labor Management System (iW.LMS)

offers visibility into 100% of labor-related costs to help you maximize employee utilization, performance, and efficiency.

YOUR COMPLETE INTRALOGISTICS SOLUTIONS PARTNER

Raymond is your single source for complete intralogistics solutions – offering customers the technology and know-how needed to provide warehouse operations, distribution centers and manufacturing facilities with a competitive edge. Our innovative solutions can help you optimize, connect, and automate your operation to cut lead times, reduce waste, minimize downtime, and improve quality.

By combining industry expertise and lean management principles with advanced material handling equipment, intelligent warehouse technology, labor management tools, automation, and support services, we can provide tailored solutions that optimize your people, processes, and facilities, and drive your business forward.



RUN BETTER. MANAGE SMARTER.

At Raymond, our aim is to deliver the utmost quality and to work for continuous improvement every day, in every aspect of our business. We are proud of what we build. We are proud of the level of service we provide to keep our customers' business up and running. We take pride in our commitment to our customers through our end-to-end approach in helping them find smarter, more efficient, and more effective solutions.

We value the trust that Raymond has earned through decades of proven performance and hands-on innovation. Since the patenting of the first hand-pallet truck to the invention of the reach truck to our pioneering work in narrow aisle operations and beyond, Raymond has led the way in providing customers with the tools and expertise to improve their business.

IF YOU'RE LOOKING FOR A PARTNER WITH THE TOOLS AND EXPERIENCE TO HELP YOU RUN BETTER AND MANAGE SMARTER, LET'S TALK.

For more information or to see how the iTRACK Asset and Maintenance Management System could save you time and money, please call 855-495-6697, contact your nearest Raymond Solutions and Support Center, or visit www.raymondcorp.com.

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