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## **Motion Launches New Suite of Tablet PC Support Programs**

Motion Express Tablet Exchange and Accidental Damage Protection programs extend tablet support services, offering multiple coverage options to support a broad range of business needs

**AUSTIN, Texas – August 31, 2010 – Motion Computing®**, a leading provider of integrated mobile computing solutions, today announced new support programs developed to ensure the highest level of customer support for businesses that rely on Motion Tablet PCs as critical tools in day-to-day business operations. Motion's new Express Tablet Exchange and Accidental Damage Protection programs extend device protection beyond standard warranty offerings and will benefit customers across industries that require immediate support or replacement services.

Motion's Tablet PCs are designed for mobile work environments, ensuring improved uptime and reducing lost productivity. According to a recent report from VDC Research Group, *Total Cost of Ownership Models for Mobile Computing and Communication Platforms*, productivity loss is responsible for as much as 52 percent of a device's total cost of ownership. With ongoing productivity a top concern, Motion is offering these new services to help ensure that devices are consistently available and easily serviced or replaced for maximum productivity.

### **Motion Express Tablet Exchange Service**

Designed to meet the needs of customers that require minimal disruption, the new Motion Express Tablet Exchange service extends existing IT resources, enabling organizations to feel confident that when an incident occurs, the tablets can be back in use quickly and easily. Available to customers with a purchase of 50 or more C5v, F5v or J3500 Tablets, the service provides on-site, next business day delivery of a replacement tablet, optimized with the customer's application-specific profile and location or site specifications. Tablets will be serviced by qualified representatives for immediate integration into the business environment at no additional charge.

### **Accidental Damage Protection**

Motion's new Accidental Damage Protection program enhances the company's standard warranty programs, offering an added layer of protection against unintentional physical damage. It protects both tablet PC components and supporting peripherals in the case of accidental damage.

"We are pleased to offer enhanced programs for customers that depend on the availability of mobile devices to maintain significantly improved levels of productivity," said Mike Stinson, VP of marketing, Motion. "By offering tablet replacements that are customized for individual business environments, and expanding protection options we're improving uptime, reducing the burden on IT and ensuring as little operational impact as possible."

### **Enterprise Support Services**

For large installations, Motion offers Enterprise Support Services, a program established to assist businesses that rely on tablet PC use in high demand environments. The service is available to organizations with more than 1000 devices deployed and includes access to a dedicated team of product experts to address critical technical support issues. For more information about Motion's Enterprise Support program, please visit Motion's [Support Services page](#).

Motion Tablet PCs are rugged and sealed for protection against dust, moisture and other elements, offering both durability and mobility. Available with a host of integrated features, the tablet PCs offer hot-swap battery solutions to deliver uninterrupted productivity, as well as a digital camera option, available Gobi™ 2000 mobile broadband and industry-leading display technology for a wide range of mobile uses. For more information or to find a reseller visit Motion's [Products and Services page](#).

### **Pricing**

The Motion Express service is available for the J3500, the C5v and the F5v as a two or three year option with an MSRP range between \$349 and \$649 per tablet. The Accidental Damage Protection program is available for the C5v, the F5v and the J3500 with an MSRP of \$199 for one year, \$249 for two years and \$349 for three years per tablet. Currently, these programs are available in North America only. For additional details on the service programs including terms and conditions visit Motion's [Warranty and Services page](#).

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### **About Motion Computing**

Motion Computing is a global leader in integrated mobile computing solutions, combining world-class products with services customized for the unique needs of target vertical markets. The company's enhanced line of rugged tablet PCs, mobile point of care solutions and accessories are designed to increase mobile productivity while providing portability, security, power and versatility.

Motion Mobility Solutions offers a complete portfolio of products, services and support that helps ensure a successful mobile deployment for increased productivity, reducing project risk while delivering a more rapid return on investment. For more information, visit [www.motioncomputing.com](http://www.motioncomputing.com).

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