



Press Release April 4, 2012

## **JLT Mobile Computers Deliver Customer Peace of Mind with New Service Offering**

**Listed company JLT Mobile Computers AB, developer of rugged computer solutions for the most extreme environments, now launches a new service offering that will further increase the peace of mind for its customers. The offer consists of two parts: one part is a service agreement, JLT Service Level Agreement, that guarantees prioritized service and repair in three days, plus delivery time, at a fixed price. The second part, JLT Professional Services, includes additional services that increase customer flexibility and decrease total cost. The offer is available as of today.**

”We see an increasing demand among our customers for the JLT computers with a guaranteed service level at a fixed cost. Customers want to maximize a computer’s uptime and want to be able to budget for the maintenance of the computer over its lifetime. This is the background to our new JLT Service Level Agreement, with which we will remedy all types of faults with a ‘no-questions-asked’ philosophy,” says Per Holmberg, CEO at JLT Mobile Computers.

### **JLT Service Level Agreement**

The JLT Service Level Agreement is an addition to the recently launched 3-year limited warranty that covers all of the JLT products. The customer pays a fixed fee for maintenance and repair for three or five years, depending upon the agreement. For products with agreements, JLT guarantees that a failed product will be repaired within three days, and that JLT will cover service costs and parts. Customers can choose between having the cost for shipping included in the agreement – both for pick-up and delivery of the computer – and bearing the cost of delivery to the JLT service centers themselves. The service agreement is purchased as easily as an accessory to the computer, for up to three months after delivery of the computer. The agreements are available immediately, and cover all computers.

“Another customer request we have encountered is for optimizing their computer solution to their specific needs. For example, they may request customer-unique pre-installed operating systems and software for simplifying start-up, a non-standard configuration of the computer in



order to optimize it for the intended installation, or for service and/or technical support at the customer's site," says Per Holmberg. It is for this reason that we are also launching JLT Professional Services.

### **JLT Professional Services**

With JLT Professional Services, JLT offers a menu of various services, such as:

- Development of a customer specific operating system. This could be based on Windows Embedded Standard. An operating system tailored to customer specific requirements will provide higher performance and better operational reliability.
- Pre-installation of an "image," i.e., operating system and software. Installation of the operating system and the specific software on the computer before delivery simplifies start-up at the end user's site.
- Technical support and service at the customer's site, in order to minimize stoppages and re-shipments.
- Customer specific configuration of the product in order to optimize the computer for the specific installation for which it is intended.

More information about JLT's service offer is available JLT's website, [www.jltmobile.com](http://www.jltmobile.com).

*For further information, please contact:*

Per Holmberg, VD, 0470-53 03 00, [per.holmberg@jltmobile.com](mailto:per.holmberg@jltmobile.com)

### **Om JLT Mobile Computers**

JLT Mobile Computers is a leading developer of rugged mobile computing solutions for the most extreme environments. These PC-type computers are developed and manufactured in Sweden for professional use and are characterized by very high reliability in the face of moisture, dust, vibration, electromagnetic fields or extreme temperature – reliability that is required for use in areas such as transportation, warehousing / logistics, forestry, mining , automation, military and rescue vehicles. JLT operates globally with sales partners, primarily in Europe and the United States, and has delivered over 70,000 PCs. JLT's turnover in 2011 was SEK 125 million. They have approximately 20 employees in Sweden. The headquarters houses the development, service and administration departments and is located in Växjö. The company was founded in 1994 and since 2002 has been listed on the NASDAQ OMX, First North, under the symbol JLT by Pareto Öhman as Certified Advisor.

For additional information, please visit [www.jltmobile.com](http://www.jltmobile.com)