

Frequently Asked Questions

What services does AIRDESK provide?

AIRDESK is the leading provider of best-of-breed wireless data solutions and services specializing in machine-to-machine (M2M) communications. AIRDESK provides the technology, expertise, support, and activation that ease the complexity of wireless data implementations and enable more rapid and efficient M2M deployments. By working with industry leading wireless vendors through its AirAlliance™ Partner Network, AIRDESK delivers unmatched, comprehensive wireless solutions. In addition to offering the best selection of wireless data hardware and activation services, AIRDESK helps clients meet regulatory requirements, provides certification assistance, and delivers technical support to ensure successful implementations.

When was AIRDESK founded?

The company was launched in 1991 as MobileQuest, which was renamed AIRDESK in 1997.

Who are AIRDESK's investors?

AIRDESK is privately held.

How is M2M defined?

M2M is defined as machine-to-machine communications where one or both ends of a connection is a machine whose primary function is the transfer of real-time wireless data through embedded wireless, local or wide-area networking. M2M is sometimes referred to as telemetry.

Why is M2M important?

Improving communications between machines will result in more efficient business operations, lower maintenance costs, faster response times, and new business opportunities that will affect the ways in which we live and work. Whether it be polling inventory levels from a vending machine, or performing remote diagnostics on a utility meter, wireless M2M communications provides measurable results.

What industries does AIRDESK serve and what are the end benefits?

AIRDESK's end solutions provide start-to-finish M2M packages, incorporating services among multiple vendors that deliver an end solution to customers in the following industries:

Fleet and Asset Management – to provide the customer with an understanding of where, in real-time, a particular vehicle or item is in transit to elevate a business' operational efficiencies related to routing, scheduling, and dispatching.

Utilities – to enable wireless monitoring from capacity on transmission lines to system performance in remote power generation stations to improving service delivery and remote bill collecting.

Security – to ensure that surveillance equipment protects both physical and operational assets over a wide area without the need to deploy a fixed data network.

Vending – to allow machine operators to better manage inventories and avoid depletion of any one item and needless monetary loss.

Healthcare – to enable healthcare providers to gain access to timely information about patients, and mobilize medical systems located outside medical facilities.

Frequently Asked Questions (continued)

Who are AIRDESK's target customers?

AIRDESK works primarily with systems integrators within the vertical industries of fleet management, utilities, vending, security, and healthcare. Currently AIRDESK has a customer base of more than 4,000, including 65 of the Fortune's Global 1000. Some of AIRDESK's clients include: ADT, Agilent Technologies, Allegheny power, American Signal Company, Boeing, Booz Allen Hamilton, Cinergy Corporation, Federal Express, MetroTech, SAIC, Teledyne Controls, Transdata, and WJ Communications, among many others.

Who are AIRDESK's partners?

AIRDESK has a broad partner network called AirAlliance™, which is comprised of, hardware vendors, application developers, systems integrators, and network carriers that work with AIRDESK to provide comprehensive wireless solutions.

AirAlliance™ Partner Network members include more than 25 leading wireless vendors, specifically carriers such as T-Mobile, and Verizon Wireless, as well as hardware manufacturers such as Nokia, Sony Ericsson, Enfora, and Wavecom among others.

What differentiates AIRDESK from its competition?

A critical distinction that sets AIRDESK apart from its closest competitors is the ability to provide start-to-finish M2M packages, incorporating services among multiple vendors to deliver turn-key solutions. Unlike other wireless data resources that provide components of an overall solution, AIRDESK provides a combination of technology, expertise, support and activation services to ease the complexity of the implementation process and to enable more rapid and efficient M2M deployments.

AIRDESK also offers access to AirSource™ database, the industry's largest online knowledge base of wireless data communications and M2M integration information.

Additionally, AIRDESK has a broad partner network called AirAlliance™, which is comprised of more than 25 leading wireless vendors that work with AIRDESK to provide comprehensive wireless solutions. AirAlliance™ Partner Network members include carriers such as T-Mobile and Verizon Wireless and hardware manufacturers such as Nokia and Motorola.

What makes AIRDESK the "leading provider" of wireless data solutions and services?

AIRDESK claims its leadership position as a provider of wireless data solutions and services for the following reasons: the Company has more than 12 years of experience in the M2M marketplace; more than 65 of Fortune's Global 1000 clients; extensive relationships with marquee hardware manufacturers such as Motorola, Nokia, Kyocera, Wavecom, Sierra Wireless as well as with leading carriers such as Verizon, T-Mobile, and more than 4,000 software developers and integrators in its partnership network.

What new services has AIRDESK recently introduced?

At the October 2003 CTIA Wireless show, AIRDESK announced the Company's new AirAlliance™ Partner Network consisting of more than 25 wireless industry leaders and launched its AirSource™ database, the industry's largest online knowledge base of wireless data communications and M2M integration information. Recently, AIRDESK introduced the following new and expanded capabilities:

Professional services – consisting of a highly experienced technical team that provides integration support, certification and regulatory support, as well as project management support.

Technology – the most extensive selection of technology and hardware available from industry leading vendors to ensure that customers get the right solution at the best prices.

Activations – activation services and access to special wireless data communications plans and pricing for M2M systems integrators and those who sell M2M products directly with a partner.