**January 10, 2019**

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## A View From the Top | Paul Constantine | President, International Business - ScanSource

***AIM Insider talks to the leaders who are making a difference*** | As President, International Business, where he leads ScanSource's growth initiatives in international markets, Paul Constantine is no stranger to the evolving world of AIDC technologies.

Since joining the company in 1999, Paul has served in leadership positions, including Co-President, Worldwide Barcode, Networking & Security as well as President of ScanSource POS & Barcode, US and Canada, where he drove the strategy and execution of the business unit and led teams in uncovering and developing profitable new opportunities for the Company.



Founded in 1992, ScanSource, Inc., is a leading global provider of technology products and solutions, focusing on point-of-sale (POS), payments, barcode, physical security, unified communications and collaboration, cloud and telecom services.

Headquartered in Greenville, South Carolina and with 48 locations, ScanSource provides value-added solutions from more than 500 suppliers and sells to more than 35,000 customers. The company is committed to helping its customers choose, configure and deliver the industry's best solutions across almost every vertical market in the United States, Canada, Latin America and Europe.

The *Insider* recently caught up with Paul to learn about his latest international experiences and get an insider's perspective on how AIDC technologies are changing.   To listen to this interesting and informative executive interview, click here.

## Setting the Standard for Excellence | 2018 IoT Case Study Winner

In the second of the *Insider's* three part series on the winners of the annual Case Study Competition announced in late 2018, we spotlight Internet of Things category winner HID Global for their submission, *Iconic Manhattan Skyscraper Streamlines Fire Protection Inspection & Repair.*



Fire protection is a tall order at any one of lower Manhattan's most iconic office buildings, requiring regular inspection and maintenance of their massive, sprawling industrial sprinkler system.

RAEL Automatic Sprinkler Company, an 85-year-old full-service fire protection provider, sought to streamline and track their inspection, maintenance and repair process of the extensive industrial sprinkler system of a well-known client, an iconic skyscraper in Lower Manhattan. Its goals included fully digitizing inspection records to improve traceability, automating maintenance schedules and providing proof of compliance with federal and local fire and safety regulations.

"Proof of presence (which confirms that an inspector was physically at the site when they claimed to be and reported or addressed all needed sprinkler repairs) was critical," said David Israel, RAEL's President, "as property managers are now expected to deliver a much higher level of compliance reporting."

That's when HID and Automated Decision answered RAEL's call to deploy an innovative work order management solution and automate its extensive sprinkler system inspection and service process. Working together, they delivered a comprehensive solution to meet all of RAEL's goals using HID Trusted Tag® Services, which includes an HID Cloud Authentication Service and HID's Trusted HF/NFC Seal eTamper tags, that are integrated tightly with Automated Decision's work order management solution and a mobile inspection app.

Each HID tag generates a unique encrypted code appended to a URL that changes with each tap. With the help of HID's Cloud Authentication Service, the CMMS Software from Automated Decision then identifies, authenticates and logs the inspected item, the user, the tap time and the date into the RAEL's work order management system. Additionally, the solution verifies that the user's credentials align with the qualifications needed to service the equipment. Once the service technician is authenticated into the system, they gain instant mobile online access to the equipment's service request history and maintenance records, specifications, diagrams, and photographs.

Automated Decision's integrated solution provides work order management, access to an equipment intelligence database for planning and managing maintenance schedules as well as a mobile app for service technicians in the field. Its user portal equips RAEL staff and RAEL clients with direct access to a building's entire equipment inventory, inspection and service history, together with real-time compliance, trusted proof-of-presence, service and credential tracking and reporting.

Incorporating HID Trusted Tag Services into Automated Decision's work order management solution has provided RAEL and their property management clients a plethora of benefits. RAEL has significantly improved their first-time fix rates, reduced the number of repeat visits and decreased equipment downtime. ƒ Technicians now complete 20% of all work orders 34% faster on average, thanks to being able to access the additional information the system provides. "The HID Trusted Tag Service is a real competitive differentiator for us when we bid for projects now," said Israel. "We plan to deploy it in other noteworthy NYC buildings and we're looking at using it for other mission-critical types of equipment that we inspect and repair as well."

 **Want to learn more?** Click on the HID Global logo above or view the entire care study [here](#).


## Industry Voices & Hot Topics

[Profit, Peril and the Internet of Things](#) | Forbes

[Vehicles with RFID Tag to Get Green Tax Relief](#) | Times Now

[Healthcare Barcode Technology Market - Global Outlook 2019 to 2025](#) | The Space News

[How Blockchain Will Transform the IoT](#) | Network World

[Artificial Intelligence and the Internet of Things](#) | The Construction Specifier




**NOMINATE TODAY!** Once again in 2019, AIM and AIM North America will honor individuals as well as organizations that not only promote the industry, but demonstrate significant contributions to enhanced and new technologies. Nominations are now being accepted, including the ***inaugural*** presentation of the Clive Hohberger Technology Award! *Submission deadline for all nominations is Thursday, February 28th.*

**Nominate for the 2019 AIM Awards [here...](#)**

Richard Dilling Award | Allan Gilligan Award | Clive Hohberger Technology Award
Bert Moore Excellence in Journalism Award | Don Percival Award | Ted Williams Award

**Nominate for the 2019 AIM North America Awards [here...](#)**

Professional of the Year | Organization of the Year | AIT in Government Award


## Inside AIM Industry Groups

The [AIM North America](#) [Public Policy Industry Group](#) reminds us that the U.S. Food and Drug Administration (FDA) is seeking comments on a guidance document released in late 2018.

The document, *Unique Device Identification Policy Regarding Compliance Dates for Class I and Unclassified Devices and Certain Devices Requiring Direct Marking* is important to our industry and your voice matters.

To review the document and share your thoughts, [read more here...](#)

*Not currently involved, but want to participate?*
Join us! To learn more about AIM's Industry Groups, contact Member Engagement Manager [Mike Allen](#) for additional information.


## Featured Events

- **CES - Consumer Technology** | January 8-11, 2019
  Las Vegas, Nevada

- **National Retail Federation 2019** | January 13-15
  New York, New York

- **IPC APEX EXPO** | January 26-31
  San Diego, California

*Let's Meet at the Show!*
If you plan to be at any event featured here, [let AIM know](#).
We'd love to catch up with you there!

## Welcome New Members!

# @MyUDI

**Consultant| Cary, North Carolina | Brian Holdsworth - Delegate |www.focus42.net**

Focus 42 LLC is the founding contributor of myudi.org, whose mission is to improve patient safety and medical outcomes by using mobile computing and big data technology to enhance the tracking of medical devices.

Specializing in software-enabled medical devices, Focus 42 partners with companies at any phase of the product life cycle and provides full service for meeting all FDA Regulatory Requirements. Focus 42 offers a passport to grow your market, from regulatory strategy, quality system, audit remediation and FDA pre-market approval through product launch and post-market support.

**LICENSYS**

**Manufacturer | Sumner, Queensland, Australia | Albertus Pretorius - Delegate |www.licensys.com**

LicenSys is an Australian company and part of the global Utsch Tönnjes International Group (UTI Group). We are a specialised vehicle identification group of companies with consummate experience in the number plate sector.

Since 1954, LicenSys has been the key Australian and New Zealand supplier of high security vehicle number plates and associated systems. We have unsurpassed global category knowledge, world-leading high security plate technology, sophisticated plate manufacturing systems and electronic vehicle identification solutions.

The LicenSys management team includes highly experienced specialists with specific sector expertise in plate manufacturing, engineering, IT & software, business processes, design, marketing and finance. This combined expertise means that our customers always benefit from the best global high-security vehicle number plate products, technology and integrated solutions.

## Member Exclusive | *Insider* Job Board

Looking for a position, or know someone who is? Check out the latest opportunities below. Select a specific position to get application submission information or view details.

Regional Sales Representative - Northeast Region | Metalcraft

*If you have a position to fill and want to share it with AIM's global network, submit details to the Insider Job Board.*
*Any postings received will be included in the next available newsletter.*

www.aimglobal.org
info@aimglobal.org