

# Retail Service Solutions

*Tailored to Meet Your Needs*



With 24x7x365 nationwide coverage and on-site support, **Essential's offerings are fully customizable**, tailored to meet each customer's unique functional requirements and the most demanding service level agreements in the industry.

## Comprehensive Retail Service

It takes more than a superior point of sale system to ensure continued success of retail operations. It also takes a combination of solid retail store hardware and world-class hardware support to maximize up time and minimize impact to your customers.

Essential<sup>SM</sup> works with retail customers of all types — restaurants, big box stores, clothing retailers and retail pharmacy chains — structuring service packages to meet their unique needs.

Essential has over 30 years of retail experience providing comprehensive services for the complete product lifecycle. We are a global provider of end-to-end retail IT solutions including field, managed and project services.

In the retail environment, technology differentiates the customer experience, and we understand how a down lane can affect store operations and reduce revenue. Our Managed WorkForce<sup>®</sup> model was built to provide the specific field coverage, technical skills, account management, quality assurance and reporting systems needed to cover all aspects of each unique engagement.

With our robust platform of certified technicians, Essential is uniquely capable of providing coverage in white space areas, and well-equipped to meet customers' service level agreements. Together, these capabilities allow us to provide cost-effective, custom solutions to perfectly match our customers' individual needs.

## Essential Offerings & Capabilities

- » Established Managed WorkForce<sup>®</sup> of vetted field technicians servicing every zip code in the United States and parts of Canada
- » Average 25,000+ service events per month with 95%+ SLA attainment
- » Network of 150+ forward stocking locations for logistics coordination
- » Nationwide next-day service & same-day service to 30,000+ locations
- » Service options — 24x7x365, same-day, next-day or depot repair

## Retail Offerings

- » Service all products — back office, logistics, sales floor and checkout
- » Asset management
- » Site survey
- » Integration
- » Installation
- » Labor-only support available

## Project Management

- » Planning & initiating
- » Monitoring & execution
- » Custom reporting

## Maintenance Programs

- » On-site maintenance
- » Managed services
- » Data center services
- » 7x24x365 Technical Assistance Center
- » Level I & Level II help desk
- » Depot repair
- » Lifecycle upgrades
- » Technology refreshes
- » Preventative maintenance