



## CLIENT SERVICES

- > Wall-to-Wall Support
- > Single Source Solution
- > Global Care Flex Plans

### Achieve Brilliant Commerce™ with Toshiba Global Services

With deep retail expertise and a broad portfolio of solutions, Toshiba Global Commerce Solutions helps retailers deliver enriched shopping experiences, gather actionable insights and provide frictionless checkout. This is what we call Brilliant Commerce.

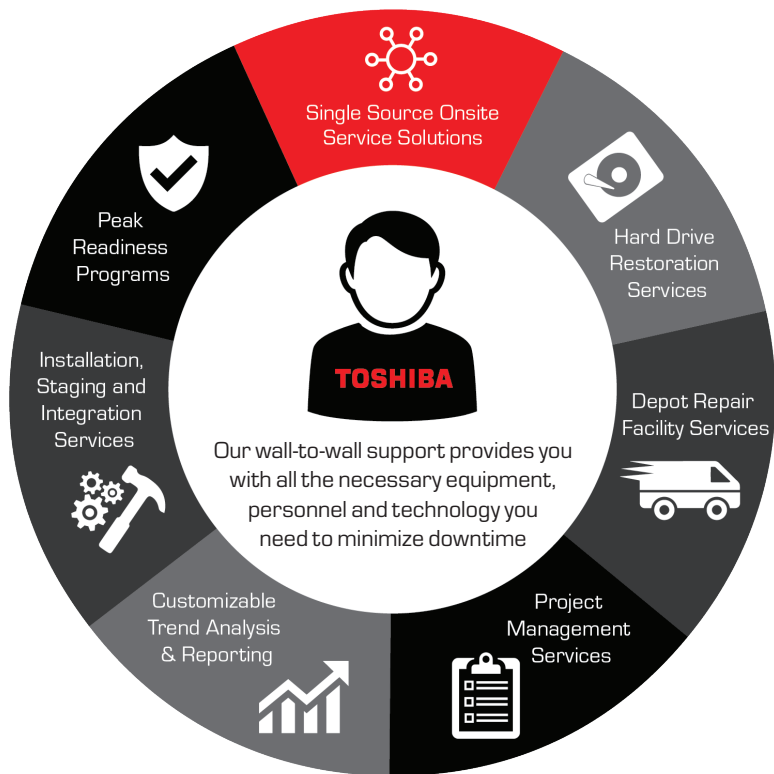
### Enable. Equip. Resolve.

Toshiba Global Services is dedicated to enabling new revenue streams, equipping retailers with innovative tools and technology, and quickly resolving issues in order to ensure efficient and effective day-to-day operations.



# CLIENT SERVICES THE WAY YOU NEED THEM.

Complex retail environments can create difficult challenges, and we know retailers are looking for integrated service solutions to alleviate those obstacles. With the dedicated wall-to-wall support you receive through our Client Services, you have the flexibility to select from multiple cost-effective service solutions and customizable service level agreements (SLAs) that are right for your business and fit the needs of your customers. And with our subject matter experts and an experienced single point of contact, you'll receive a simplified process to managing vendors and other business operations that will optimize resources, improve response times, and resolve technology issues so your business can continue running as smooth as possible.



With our onsite service solutions, you will have access to wall-to-wall service plans, fleet management and tracking, managed parts and stocking locations, predictive failure management, and an extensive global network of providers.



You will retain your sensitive customer information and the service technician leaves the replaced hard drive with you.



Standard and advanced depot exchange options offer cost-effective support solutions for non-complex, non-mission critical equipment repair or replacement.



Full program management supported by a single point of contact includes installations/moves/add/changes, service level and performance testing, root cause analysis, and management of vendors, billing, and inventory.



Our analysis and reporting provides retailers with customized, ad hoc analysis and reporting to help you help you better evaluate your operations.



Our installation and integration services equip you with a full suite of options for deployment that are supported by our Managed Services experts.



We provide proactive and preventative onsite visits prior to anticipated high-volume drive times to resolve potential in-store issues before they occur.

## Address retail complexity.

Toshiba Client Services manages the complexity of your business by providing wall-to-wall support in a multi-vendor environment (Toshiba and non-Toshiba equipment) while maintaining a single source of accountability. Our comprehensive services are expandable and flexible, and are available as pre-defined, multi-level Global Care Flex maintenance plans and as Global Care Flex Custom plans, giving you the freedom to choose from options tailored to your changing needs.

## Smart-enabled fleet management.

Engaging the right partner to effectively manage parts stocking is vital to keeping your day-to-day operations running smoothly. With a high success rate on same-day, critical part fulfillment, our client services offer a real-time proximity-dispatched fleet, supported by intelligent fleet management that enables superior responsiveness and minimizes downtime.

## Integrated service solution.

Client Services from Toshiba help you maximize system availability and uptime. Our integrated service solution supports those system availability needs by providing proactive component monitoring with real-time service call requisitions and tracking. Combined with data analytics, robust call center support, and the expertise of dedicated program managers, we can help predict potential failures before they occur.

## Global reach and experience.

Customers are always looking for flexible maintenance offerings that are tailored to their specific business needs. With worldwide coverage using best-in-class resources from highly skilled and trained systems technicians and business partners, our reliable, expert support services enable you to engage your customers, anywhere, anytime.

# ONE SOURCE. COUNTLESS ADVANTAGES.



**Toshiba Client Services. Your single source for all the support your retail business needs.**  
Toshiba Client Services offers comprehensive solutions from a single source that provide the tools and retail expertise to give your business an advantage in the market. Using exceptional technicians and innovative technologies, we offer flexible, reliable, cost-effective maintenance support for your multiple-vendor environment. When day-to-day issues arise, we are well-equipped to handle them—swiftly and seamlessly, 24/7. Better yet, we work to resolve many problems before they have a chance to occur, minimizing your downtime and increasing shopper satisfaction.

**Maximize the value of your retail investment.**  
Toshiba Client Services provides advanced and complete retail solution support to secure and maximize your investments, including wall-to-wall support offered through our customizable services and multi-level maintenance plans. Our Global Care Flex maintenance plan extends the post-warranty period, provides varying coverage options, and same-day or next-day response times. If you want more personalized coverage, our Global Care Flex Custom maintenance plan offers made-to-order coverage with variable hours of service, response times, and service methods.

We know how vital protecting your POS retail investments are. That's why we are dedicated to providing you with client services that enhance the way your business operates, when you need them.

CLIENT CHALLENGES	CLIENT SERVICES SOLUTIONS
• Varied retail solutions	➤ • Multiple vendor support
• Risk of change	➤ • Flexible plans
• Ability to expand	➤ • Fast-paced scalability
• Complex vendor relationships	➤ • Single source management



### **Toshiba Global Commerce Solutions**

As the world's leading provider of integrated in-store solutions and retail insights, Toshiba Global Commerce Solutions delivers end-to-end solutions for checkout, consumer interactions and retail operations that unlock amazing new possibilities for our clients and shoppers everywhere.

### **Together Commerce**

Together Commerce is Toshiba's vision for the new future of retail where retailers adapt their strategies, their stores and their technology to engage with consumers throughout the buying process in a seamless and helpful way. This collaborative approach enables retailers and customers to create mutually rewarding commerce—together.

### **For more information**

To learn more about how Toshiba Client Services can help transform your business, contact your local Toshiba sales representative or Toshiba Business Partner, or visit:  
**[toshibacommerce.com](http://toshibacommerce.com)**

Additionally, Toshiba Global Commerce Solutions can help credit-qualified clients acquire the solutions that your business needs in the most cost-effective and strategic way possible through our global financing partner.

## **TOSHIBA**

**Leading Innovation >>>**

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