

# TOSHIBA



## Delivery and Management of the Total Solution

- > Total Deployment Services
- > Project Management Services
- > Out-tasking of Critical Retail Operations and Customized Solutions

### **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.**

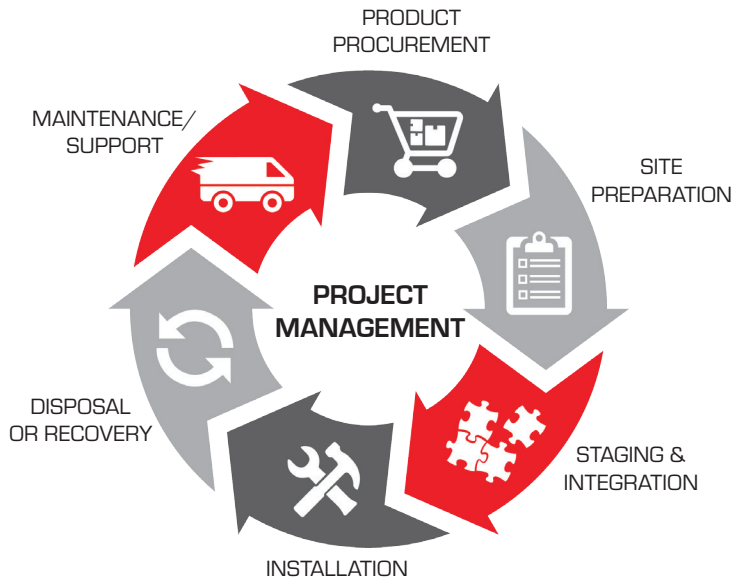
Toshiba Global Services is dedicated to enabling new revenue streams, equipping retailers with innovative tools and technology, and quickly resolving issues in order to ensure efficient and effective day-to-day operations.

**TOGETHER  
COMMERCE**

# YOUR EXPERTS FOR DELIVERING A FULL SOLUTION

Let us optimize your outcomes by integrating key services from engagement management and testing to full-scale rollout of help desks and maintenance plans. Toshiba Managed Services deliver the right skills with long-term retail experience to fully integrate your retail POS solutions in store.

## Total Deployment Services



Product procurement services include TGCS and OEM procurement, order tracking and management, and out-of-box failure (OBF) replacement.



Site preparation evaluates your business through site surveys, assessments, and documentation and will prepare your facility with power and cabling to accommodate your hardware.



Staging & integration manages hardware receiving, assembly and image loading, configuration and testing, OBF replacement, shipping, and warehousing.



Installation enables you to leverage the maintenance team for hardware and software installation while providing tech support and managing moves, adds, changes and documentation.



Disposal or recovery supports your hardware with repair, refurbishing and redeployment, as well as disposal and hard disk drive (HDD) destruction as needed.



Maintenance/support determines support requirements and fulfillment for hardware coverage and develops install documentation, training procedures and rollout help desk operations.

## Project Management Services

Our Project Management Office provides proactive risk mitigation and lets you focus on your core business. Managing multiple projects and multiple vendors is difficult and costly. With our global Managed Services you have a single point-of-contact in a multi-vendor environment for both our point-of-sale and other OEM solutions. We will collaborate with your solutions personnel to ensure a successful business outcome and keep you up-to-date on the progress of your full retail solution implementation.

- PMI-certified with proven methodologies
- Executive governance with problem escalation path
- Single source point of contact for a multi-vendor management environment
- Service level and performance online custom reporting capabilities
- Root cause analysis and process improvements
- Billing and inventory management

## Out-tasking of Retail Operations and Customized Solutions

In addition to deployment, we offer enhanced retail-based services to match the specific needs of our customers.

### Testing as a Service:

With testing services, we can handle complex custom enhancements and interdependencies to reduce defect cycles and help you manage requirements for additional specialized headcount. If you need help running your enterprise store-by-store we can provide a depository for data, or run system-wide administration from a single location.

### Front-End POS Operation Analytics:

With multiple new forms of checkout such as Self-Checkout, Self-Scan, Click and Collect, having specialized solutions for POS operational efficiency and loss prevention are key. We can optimize front-end operations by rapidly discovering front-end shrink causes as well as bottom of the basket losses through converged video/data analytics.

# MANAGING YOUR QUICKER PATH TO SUCCESS



## Quicker Time to Value

By relying on Toshiba to manage your business operations, we get your technology solution up and running quickly. Our deep knowledge of large-scale retail solution deployment delivers on aggressive schedules using proven, efficient processes, ensuring you experience less downtime in store. We use functional validation testing with full regression to realize fewer defect cycles achieving quicker time to value for your business. We also provide in-store solutions to keep your business running efficiently and focused on loss prevention. Minimizing business disruptions helps maximize your associates' productivity, allowing you and your team to focus on achieving your business outcomes.

## Let Toshiba Manage Your Path to Brilliant Commerce

Managed Services from Toshiba simplify your path to success by uncovering inefficiencies in your daily operations to optimize your business. Our support solutions are tailored to your needs whether it's managing your self-checkout systems across the enterprise to ensure operational efficiencies, creating front-end reporting for store-over-store comparisons, or managing and deploying option sets to keep your retail footprint consistent. We have the capacity, expertise and resources to deploy and manage core aspects of a successful retail rollout for the life of that solution. So rather than spending your time adapting to unfamiliar or time-intensive projects in an ever-changing retail environment, let Toshiba manage the evolution for you.

### **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 Managed 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**

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