TOSHIBA
Leading Innovation >>>

TOGETHER COMMERCE ™

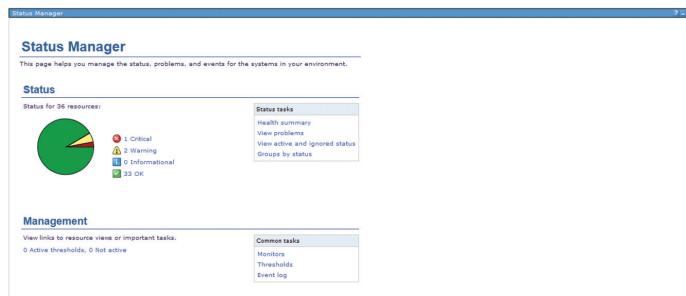# Toshiba Remote Management Agent

Get visibility and control of all your
retail store systems

STREAMLINE STORE OPERATIONS WITH REMOTE MANAGEMENT

> Proactively find systems problems before they become a problem

> Track assets to understand what you have and where

> Update your systems software and firmware from one location

> Create event notifications to automate tasks

Red, Yellow, Green health status information shows the status of all your store systems, at-a-glance, making it easier than ever to keep store systems active and healthy.

Give shoppers a better experience

Toshiba Remote Management Agent (RMA) ensures your shoppers have the best store experience possible

> Allows for shorter checkout lines
> Store employees who can spend more of their time serving customers rather than dealing with technical issues.

Keep your store systems healthy

RMA provides a single remote view and control of store and enterprise systems—including POS systems, peripherals, kiosks, self-checkout lanes, and in-store servers. RMA makes it easy to act quickly, keeping store systems available and healthy.

Manage your retail assets and track inventory

Reduce your service costs and maintain consistent levels of hardware and software by keeping an up to date record of all your retail systems throughout the enterprise. With RMA you can track serial numbers, machine types, model numbers, BIOS versions, firmware versions, application levels and security patches.

Easily distribute software updates

Keeping all your systems up to date and at the same level of software and firmware versions ensures a consistent technology experience across all stores. RMA will make this arduous task easy.

Analyze your systems efficiently so you can Manage your stores efficiently

RMA will allow your business to analyze what Hardware and Software is installed so you can make better decisions. You can also ensure that your systems will have the same level of software installed which will make training and troubleshooting easier and more cost effective.
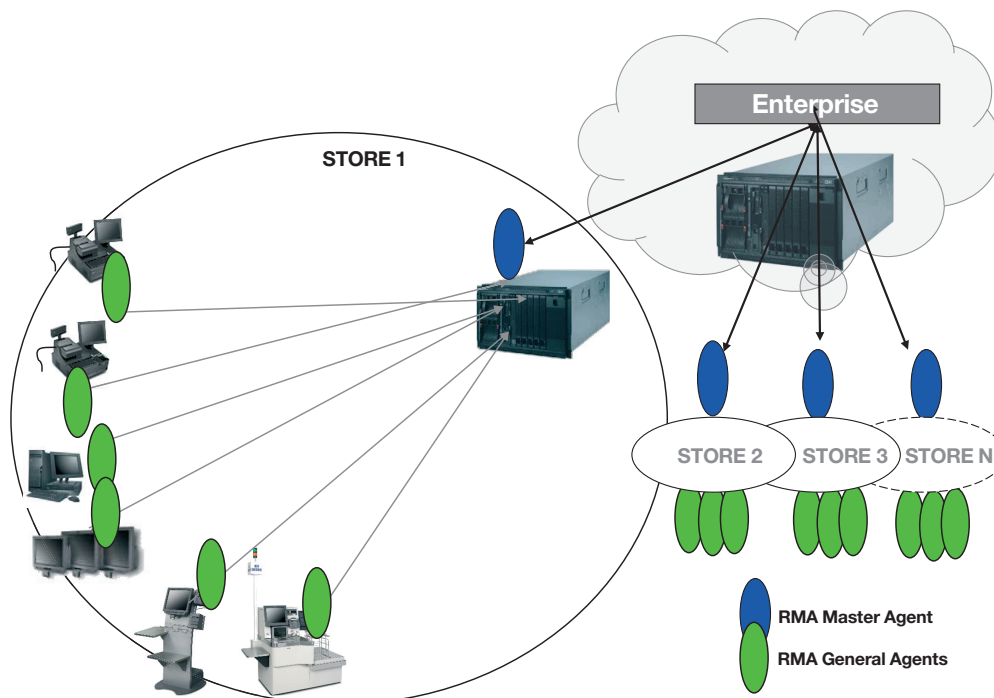
Manage Operations Efficiently

RMA can identify problems more quickly by collecting, storing and reporting detailed information about hardware and software throughout the enterprise

RMA can solve problems—even before they happen—which can lead to:

> - Reduced service costs,
> - Better utilization of IT resources, and
> - A longer life for your retail systems.
> - Improved your customer satisfaction by ensuring your lanes are operating more efficiently and your staff is available for your customers.
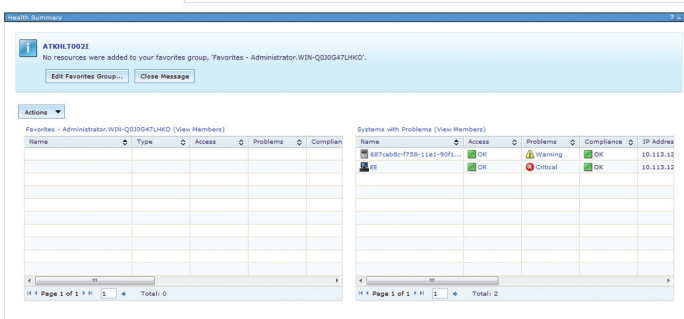
How can Toshiba Remote Management Agent transform my business?
> - Manage store devices and enterprise systems from a single console
> - Proactively monitor, troubleshoot and resolve problems quickly
> - Adopt new technologies faster and without disruption
> - Ensure a consistent technology experience across all stores
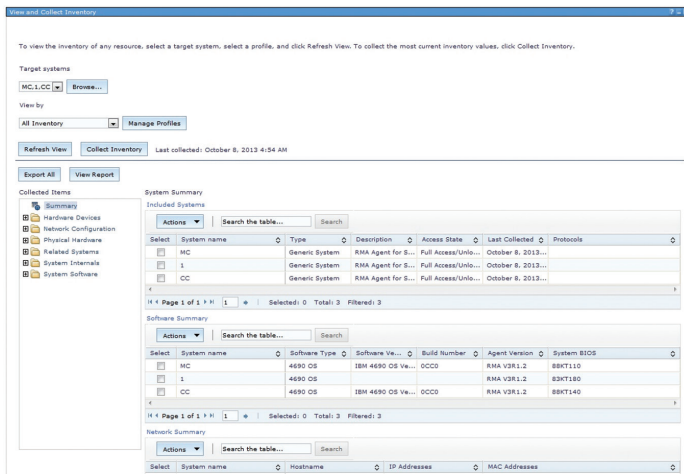

Toshiba Remote Management Agent (RMA) is a unique, end-to-end systems management solution designed by Toshiba specifically for retail. Now integrated with IBM Systems Director 6.x, RMA gives you the ability to manage all your store systems from a centralized location.
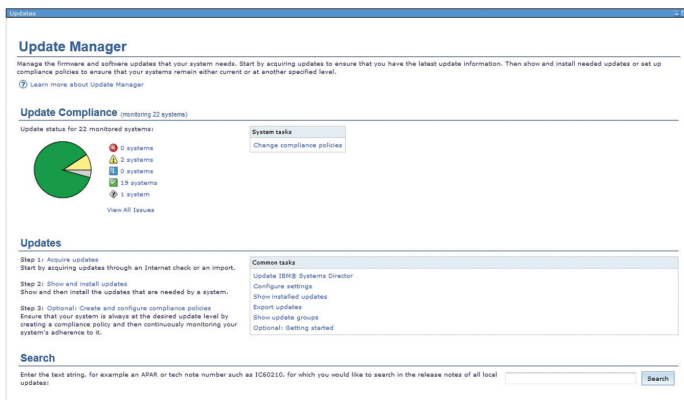
FEATURES

New scoreboard display plus an easy way to "drill down" for problem determination. Customizable alerts and comprehensive event management add power and flexibility to your store operations.

Comprehensive asset information includes POS hardware, software, operating system, firmware, and attached I/O.

New "Update Manager" feature makes it even easier to keep your systems up to date.

SPECIFICATIONS

Technical requirements
Hardware
Toshiba TCxWave
SurePOS 300
SurePOS 500
SurePOS 700
Toshiba AnyPlace Kiosk
Toshiba System 6 Self Checkout
SureMark™ Printers
Toshiba POS I/O
Hardware Requirements
General Agent, minimum
1 GHz processor
70 mb of free memory (minimum)
Master Agent, minimum
1 GHz processor
1 GB of system memory (minimum)
Operating Systems
Microsoft 2003 Server with Service Pack (SP) 2
Microsoft 2008 Server with Service Pack (SP) 2 (64 bit or 32 bit)
Microsoft 7 Professional (32 bit)
Microsoft 7 Ultimate (64 bit)
Microsoft Embedded POSReady 7
Embedded Point of Srevice (WePOS) Preload V1.1
SuSE 11 SP 1, SP 2, SP3
4690 OS V6R4
Microsoft Embedded POSReady 2009
Microsoft XP Professional with SP 3

CONTACT US FOR SALES ASSISTANCE

Contact us or your local representative about how Remote Management Agent can create a smarter shopping experience and build a smarter operation for your business.

Or visit:
www.toshibagcs.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.
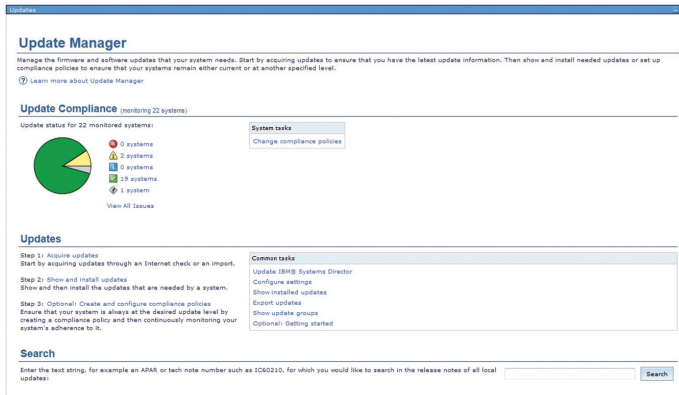
Together Commerce

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.

Trust Toshiba's retail experience

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.

Remote Management Agent

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Please Recycle

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