



TOSHIBA

Toshiba Systems Management

A Modular Approach to Systems Management

Don't let unpredictable disruptions to the store impact the in-store experiences that you work so hard to deliver. Effective systems management solutions help IT organizations move beyond fire-drill mode to provide the business with proactive guidance and support. Toshiba's modular approach to systems management gives you the flexibility to choose a solution design that meets your needs and can complement your retail IT solutions with a platform that's designed for retail's nuances and specialized equipment.

Powerful Data Duo

How would your retail business be different if your store-level systems could warn you about inventory and health status problems before they become critical issues? With Toshiba's Remote Management Agent (RMA) deployed as a core tool, you can accurately track and collate system information from every device in your enterprise. Paired with Toshiba's Retail Enterprise Management Service (REMS), which enables the collection of multiple agent data from every connected/configured location, you can create powerful retail systems management capabilities across the enterprise. Centrally manage, monitor, and report the status of remote, mission-critical POS hardware, peripherals, and software across all retail store environments. Complimented by an efficient framework that allows customizable data flow and control.

Holistic View and Reporting through A Single Console

Toshiba's Retail Systems Management Platform (RSMP) provides the secure, cloud-hosted framework and systems management console that ties it all together as an optional bridge from the RMA/REMS technology stack. This combination increases visibility throughout your IT infrastructure, and with the ability to drill down to brands/facia, stores or individual systems to handle all management and automation tasks, along with the ability to observe and influence operations with ease, encourages a holistic management view. Having the view on available devices allows you to analyze situations in which problems have occurred, what is the length? recurrence? and whether there is any correlation that can be inferred through the user interface or dashboards which helps improve quality in preventive and corrective maintenance. This ensures that the current needs of your business are being met, while the visibility of capacity and performance helps retailers plan their needs for the next few years through a better understanding and potential use of the current infrastructure.

**TOGETHER
COMMERCE**



Retailers

Better uptime for individual devices and entire retail stores..



Associates

Can be more efficient and productive with daily operational tasks and customer experience.



Customers

Shoppers can have a fast shopping experience, with optimum lane availability.

Creating healthy stores and strong systems

How can a purse impact store health? Employees stash all sorts of items under the counters for easy access all the time, not knowing that items can block airflow from the point-of-sale system's exhaust and the device's internal temperature is starting to rise. Continued high ambient temperature has negative long-term effects. Without systems management, this harmful behavior continues because no one knows that anything might be wrong until something extreme occurs, like disk failure. With systems management, alerts occur as soon as the temperature or fan speed is over recommended threshold settings. And if the store is too busy to notice any error messages, the support team could act immediately to correct the situation.

How can an old model handheld scanner impact store health? For example, you're planning an operating system upgrade for all of your stores' point-of-sale systems, and your peripheral provider recommends a firmware upgrade for certain models. You've polled all your stores and they don't believe those older models are deployed any longer. Without systems management, if one store in the enterprise still uses those older models, no firmware updates are done and the scanners don't work after the operating system upgrades. With systems management, support teams can survey the models deployed in the enterprise and pull the reports for which stores still have the old scanners. Those stores now know to deploy the firmware upgrade prior to the OS upgrade and upgrades can be smoothly deployed in all stores.

Toshiba's System Management solution is uniquely equipped to solve retailer-specific problems.

- > Unlike general IT platforms that were designed for generic use across multiple industries, our solution provides insights on retail-specific pain points for devices that retailers most often use.
- > Our solution avoids direct one-to-one dependencies providing an efficient way of managing and reducing excess network traffic essential in Retail environments compared to standard IT management tools.
- > Enables you to prioritize the information that is relevant to you, with flexible threshold management.

Moving from Reactive to Predictive

Toshiba's systems management solution already provides secure, cloud-hosted services, and a broader functionality-rich platform. Through Toshiba RSMP, retailers get valuable insights through a remote monitoring service that assesses store health, detects issues, and provides time-sensitive and actionable insights. But with Toshiba's Proactive Availability Services (PAS), retailers can gain another level of insight. PAS addresses the need for information-based technological insights that help retail businesses with complex hardware and software stacks operate more efficiently through artificial intelligence and advanced analytics, moving the current retail maintenance model from reactive to proactive and ultimately, predictive.

Variations to Fit Your Needs

Not all retailers are alike, nor are your system management needs. As you continue to redefine what it means to be a brilliant retailer, understanding your system performance, availability and health status monitoring, keeping your systems up and running is mission critical. Together, we can build system management services that support your business. Whether you outsource your current systems management and maintenance service; operate your own IT organization, field maintenance workforce or contract with a third-party; or augment your own IT organization or contract out field maintenance service/customer help desk solutions, but don't want backward/forward integration with your ticketing or dispatching systems, we can help.

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