MAKING AUGMENTED TRAINING AND SUPPORT A REALITY

Training new store associates and service technicians can become time consuming and divert attention away from managing daily operations. With limited resources, retailers need better solutions that enable them to effectively train employees and ensure the technicians that service their equipment are certified. With Toshiba ATx Services, retailers will be empowered with an interactive, step-by-step solution to train managers and associates and ensure technicians are up to date on self-maintenance procedures.

Interactive, hands-on hardware training through augmented reality

KEY BENEFITS

- Provides technicians with step-by-step learning from the convenience of their mobile devices
- Delivers interactive tools for retailers who self-maintain their solutions
- Flexibility to train store associates anytime, anywhere with self-help functionality
- Simulates and trains tech service providers to perform accurate & efficient equipment repairs
With ATx Services from Toshiba, retailers can put away the text-heavy tech manuals and reimagine tech support training through an easy-to-use, interactive virtual approach.

INTERACTIVE TRAINING AT THE SPEED OF YOUR BUSINESS

Retail is a fast-paced industry, so having the ability to efficiently train employees, easily support their hardware and software solutions, and quickly resolve issues to improve store operations is vital. With ATx Services, retailers will have interactive technology that increases efficiency and uptime.

- AR-simulated step-by-step guide enhances technicians to resolve issues more quickly
- Reduces human error and time-consuming help desk/service calls
- Remote training and simulation enable learning anytime, anywhere
- Reduces time and labor costs associated with training

AUGMENTED REALITY CUSTOMIZED FOR YOUR UNIQUE NEEDS

Installing and using new hardware takes significant time and resources that can slow down retailer operations. ATx Services reduces the likelihood of hardware misuse by associates, replaces reliance on text-heavy technical manuals, and rethinks antiquated learning processes with interactive virtual training designed for each unique store environment.

- Customized training modules with real-time updates as technology evolves
- Virtual system configuration practice and simulated installation guidance
- Technical training on mobile devices that is easy to navigate
- Digital service instructions through video training, interactive learning, and repair simulation
- “Quick fix” feature to keep lanes up and running, reduce truck rolls, and increase “first-time fix”
- Comprehensive reporting and repeat knowledge checks to ensure training retention

WHY CHOOSE ATx SERVICES

Retailers are no longer limited to outdated, inefficient training procedures, and technical support tools that inhibit their ability to operate quickly and effectively. Toshiba delivers an innovative, virtual way to personalize training your employees and technicians that you rely on to maintain the POS hardware that keeps your business running.