

A photograph of three business professionals in a meeting, looking at a laptop. The image is overlaid with various data visualization elements including bar charts, pie charts, and circular diagrams with alphanumeric labels like 'TDS', 'JIF', 'D05', 'A04', 'M03', 'FNV', 'PPO', 'D01', 'D02', 'D03', 'D04', 'D07', 'D08', 'D09', 'D10', 'D11', 'D12', 'D13', 'D14', 'D15', 'D16', 'D17', 'D18', 'D19', 'D20', 'D21', 'D22', 'D23', 'D24', 'D25', 'D26', 'D27', 'D28', 'D29', 'D30', 'D31', 'D32', 'D33', 'D34', 'D35', 'D36', 'D37', 'D38', 'D39', 'D40', 'D41', 'D42', 'D43', 'D44', 'D45', 'D46', 'D47', 'D48', 'D49', 'D50', 'D51', 'D52', 'D53', 'D54', 'D55', 'D56', 'D57', 'D58', 'D59', 'D60', 'D61', 'D62', 'D63', 'D64', 'D65', 'D66', 'D67', 'D68', 'D69', 'D70', 'D71', 'D72', 'D73', 'D74', 'D75', 'D76', 'D77', 'D78', 'D79', 'D80', 'D81', 'D82', 'D83', 'D84', 'D85', 'D86', 'D87', 'D88', 'D89', 'D90', 'D91', 'D92', 'D93', 'D94', 'D95', 'D96', 'D97', 'D98', 'D99', 'D100'.

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Proactive Availability Services

Activating Intelligence to Empower Retail

To manage a store today it's critical to turn data into intelligence. To ensure efficiency and insights that allow your business to flourish, it's important to have visibility into the health and operations of your retail store in real time. Toshiba Proactive Availability Services brings retailers insights through a remote monitoring service that assesses store health, detects issues, and provides time sensitive and actionable insights through advanced analytics as it learns from resolutions.

We're here to keep your stores operating smoothly.

Move from Reactive to Proactive Maintenance

Managing issues across multi-vendor hardware assets in a reactive break/fix model is inefficient and it gives rise to avoidable equipment failure that directly affects retail operations.

Other retail managed service providers continue to deliver their services through this inefficient break/fix business model, with their success tied to client equipment failures.

Toshiba's Proactive Availability Services transforms this dynamic by shifting the service premise towards a customer success model. With Proactive Availability Services the conversation changes from reactive to proactive, centered around higher equipment availability, freeing up store associate time to improve the store customer experience. This results in data-driven, maximized total cost of ownership (TCO) for the retailer's store solution. The retailer's success is tied to higher store system availability, optimized resource planning and higher customer satisfaction.

Proactive Availability Services IT system remote-detection and intervention cloud-based service optimizes retail IT system maintenance by coordinating three distinct elements:

- > A system that logs and tags hardware and software stack alerts, inventory, telemetry and custom metrics
- > A command center that diagnoses and intervenes remotely on actionable events in real-time
- > A highly-trained technician field force that executes custom preventive maintenance programs and emergency on-site interventions

While Proactive Availability Services can be used as a stand-alone offering (without tech field support), where the technology provides monitoring, remote fix (as needed), and third-party notification (interfacing with a customer's existing ticket system, or other method of notification the customer requires), the true power comes from Toshiba's orchestration of the total solution.



Retailers

Better uptime (whether it be individual devices or entire locations) for the retailer's operations.



Associates

Store Associates are efficient and productive with daily operational tasks and customer experience.



Customers

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

Ultimately a Predictive Analytic Model for Maintenance

Proactive Availability Services 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. Achieved through the following:

- > Gathering insights to understand component usage patterns
- > Predicting and preventing hardware failures through machine learning algorithms
- > Near real-time notification of hardware events alerting
- > Utilizing analytics for intelligent dispatch of service
- > Leveraging artificial intelligence (AI) to automate and speed up remote interventions
- > Reducing store disruption and increasing availability with decreased store visits
- > Consolidating reports on service performance metrics

Variations to Fit Your Needs

Not all retailers are alike, nor are your service needs. As you continue to redefine what it means to be a brilliant retailer, keeping your systems up and running is mission-critical whether you:

- > Outsource your current maintenance service
- > Currently operate your own field maintenance workforce or contract with a third-party for the same
- > Augment your own or contract out field maintenance service/customer help desk solutions, but do not desire backward/forward integration with your ticketing or dispatching systems

Get started with data collection and analysis to determine your best path forward.

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