

TOSHIBA



MAINTENANCE SERVICES

Designed for the way you do business

ONE STOP FOR ALL YOUR RETAIL TECHNOLOGY SUPPORT

Even the most well-designed retail technology solutions require upkeep eventually. Whether you need multi-vendor wall-to-wall maintenance or traditional hardware break/fix support, Maintenance Services from Toshiba can support your entire stores' availability. Our experts will help you gain insights into your retail environment, simplify vendor management, optimize resources, improve response times, and resolve technology issues to keep you operating at your best wherever your retail business takes you.

KEY BENEFITS



Single source for total maintenance support



Optimize system availability and uptime



Smart-enabled Fleet Management



Global reach and expertise for worldwide support



Wall-to-wall support delivers all the necessary equipment, personnel, and technology you need to keep your business running smoothly.

ENHANCE YOUR BUSINESS OPERATIONS

Retailers face constant challenges when it comes to managing their retail stores daily needs. Toshiba maintenance services offers countless advantages by delivering dedicated 24/7 wall-to-wall support that addresses retail complexity by evaluating your specific business needs and offering comprehensive, customized support that enhances your business operations.



Flexible plans that minimize risk associated with business changes



Fast-paced scalability that expands with your business needs



Multiple vendor support to offer varied retail solutions

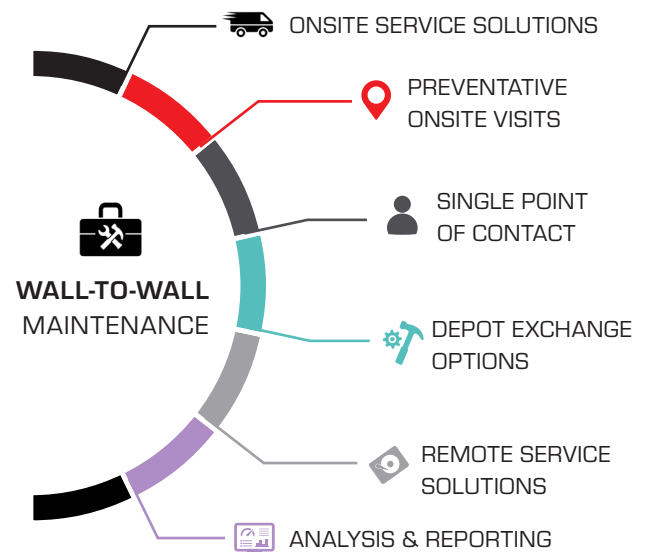


Single source management to simplify complex vendor relationships

WORLDWIDE WALL-TO-WALL MAINTENANCE TO FIT ALL YOUR SERVICE NEEDS

With worldwide coverage using best-in-class resources from expert systems technicians and business partners, Toshiba maintenance services keep your business running seamlessly anywhere, anytime so you can spend less time worrying about your operations and more time focusing on meeting the needs of your customers. Our experts offer:

- > Managed parts/stocking, and predictive failure management
- > Preventative onsite visits prior to high-volume times to proactively resolve in-store issues
- > Single point of contact for installations/changes and performance testing
- > Depot exchange options for non-complex, non-mission critical equipment repair/replacement
- > Sensitive customer data retention, hard drive is replaced and left with you
- > Customized analysis and reporting for evaluating operations



WHY CHOOSE TOSHIBA MAINTENANCE SERVICES

Retail environments are becoming increasingly complex, so maintaining them will require expandable and flexible services. Toshiba maintenance services deliver wall-to-wall support from a single source, flexible plans, and global coverage that other retail manufacturers simply do not offer.

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