TOSHIBA

PR○ACTIVE AVAILABILITY SERVICES

Evolve your maintenance from reactive to proactive

TURN REAL-TIME DATA **INTO INTELLIGENCE**

It's critical that you have visibility to your technology investments in real-time. To ensure successful operations, retailers must turn real-time data into intelligence for remote monitoring insights that enable them to easily assess store health, detect issues before they occur, and receive comprehensive data for timely and actionable insights. With Proactive Availability Services from Toshiba, the conversation moves from reactive to proactive, centered around higher equipment availability, freeing up store associate time to improve the store customer experience and managing the availability of your retail systems to keep your business up and running.

KEY **BENEFITS**

Predict and prevent hardware and software failures through machine learning algorithms

Diagnose issues before they occur through an advanced command center

Resolve actionable events remotely in real time

TG GETHER COMMERCE

BECOMING PROACTIVE **BY BEING PREDICTIVE**

Avoid business disruptions by moving beyond reacting to problems after they occur when it's already too late. Proactive Availability Services can accurately predict potential device and system issues, including many common problems, and lets you proactively address them before they impact your operations by:

> Using machine learning to predict and prevent hardware and software failures

> Delivering near real-time notification of hardware and software events alerting

> Leveraging artificial intelligence to speed up remote interventions

> Consolidating reports on service performance metrics

> Using analytics to intelligently dispatch service

> Gathering insights to better understand component usage

INCIDENT DETECTION

REMOTE RESOLUTION

STORE SYSTEM HEALTH STATUS

ASSET VISIBILITY

A TOTAL SOLUTION **THAT FITS YOUR BUSINESS**

Managing your store or enterprise, as well as keeping your systems up and running, is mission-critical. Proactive Availability Services not only creates efficiencies from managing your store or enterprise at a central location, but it also lowers your overall total cost of ownership whether you:

| Outsource your current maintenance service | Operate your own field maintenance workforce or use a third-party | Augment your field maintenance service/help desk solutions with or without integration with ticketing or dispatching systems | Want to reduce store disruptions caused by service calls | Need to maximize system availability and store associate productivity |

WHY CHOOSE **PROACTIVE AVAILABILITY SERVICES**

Your business flourishes when you have visibility to the health and operations of your retail store in real time. With Proactive Availability Services, retailers can manage operations successfully and efficiently by having the power to predict, diagnose and resolve system issues before they occur to keep checkout lanes open, minimize total cost of ownership, and ultimately keep customers happy.

TOSHIBA

BENEFITS

FEATURES