

DecisionOne's Technology Services and Support for the Retail Industry provides product independent, multi-vendor, four-wall support for the retail environment. These solutions include Remote Retail Services, Onsite Retail Services, and Retail Logistics Services.



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### The Onsite Retail Service Solution

DecisionOne's Onsite Retail Service Solution is a comprehensive and cost-effective solution designed to extend the life of IT investments while keeping service events imperceptible to the retail customer and stores open for business.

Planning, deploying, maintaining, or refreshing Retail IT equipment can be both time consuming and resource intensive. Few IT departments have the spare capacity or expertise to ramp appropriately under tight time constraints to manage, source, and implement. DecisionOne has the skills, experience, and geographic footprint to execute end-to-end or act as an extension of your staff in all aspects of the retail technology lifecycle. Remember, the warranty protects your investment, but services protect your business.

With DecisionOne, there is just one number to call for all hardware and peripheral support. A single program manager ensures coordination, delivery, and implementation of all resources. Our web-based system provides equipment visibility at every step of the installation or upgrade process— so you will never lose sight of your technology assets.

With DecisionOne, you can have confidence in who shows up at your stores or Home Office. Our highly trained field technicians are all W-2 employees who can arrive at your facility within 24 hours of equipment delivery to unpack, install, test, and prepare systems for cutover. These factors, combined with more than 20 years experience in the Retail sector, ensure the consistency, quality, and value of DecisionOne services.

### Functional Areas Supported

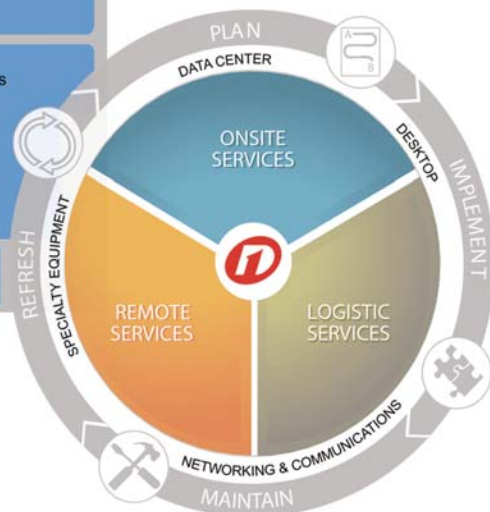
- Home Office
- Back Office Administration
- Back Office Logistics
- Sales Floor
- Checkout

### Technologies Supported

- Point of Sale/POS peripherals
  - Scanners
  - Signature Capture/Card Readers
  - Touchscreens/Monitors
  - Printers
  - Integrated Desktops
  - Pin Pads/Keyboards
  - Cash Drawers
- Radio-Frequency Identification (RFID)
- Kiosks
- Enterprise and Departmental Servers
- Networking Systems
  - Routers
  - Switches
  - Hubs
  - Wireless Networks, Access Points
- Storage Systems
- Telephony
- Uninterruptible Power Supply (UPS)
- Self-Checkout Terminals
- Visual Merchandising Displays
- Handheld Data Terminals
- Specialty Printers

#### Onsite Retail Services

	<b>PLAN</b> Site Surveys Site Prep Services
	<b>IMPLEMENT</b> Project Management Staging, Integration, Configuration (Imaging) Installations, De-Installations, Moves, Adds, and Changes (IMACs) Custom Disaster Recovery Services
	<b>MAINTAIN</b> Onsite Hardware and Peripherals Break/Fix Repair Services Predictive and Preventative Maintenance Operating System Support Software Patches and Upgrades Imaging and Re-Imaging (OS and Software) Installations, Moves, Adds, and Changes (IMACs) Warranty Administration and Enhanced Services Remote Monitoring
	<b>REFRESH</b> De-Installations, Second Life, and/or Disposal Technology Refreshes



### Benefits to the Retailer

- Decreased costs and service delays due to single point of accountability from DecisionOne's dedicated program management team
- Simplified deployment coordination across multiple vendors and sites — one provider, one team, one program manager
- Increased accuracy of expense forecasts due to on-time and on-budget technology deployments and store openings
- Minimal disruption to store environment resulting in improved customer shopping experience
- Increased employee satisfaction due to seamless technology deployments

Visit us on the web at [www.decisionone.com](http://www.decisionone.com)

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.