

DecisionOne's 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.



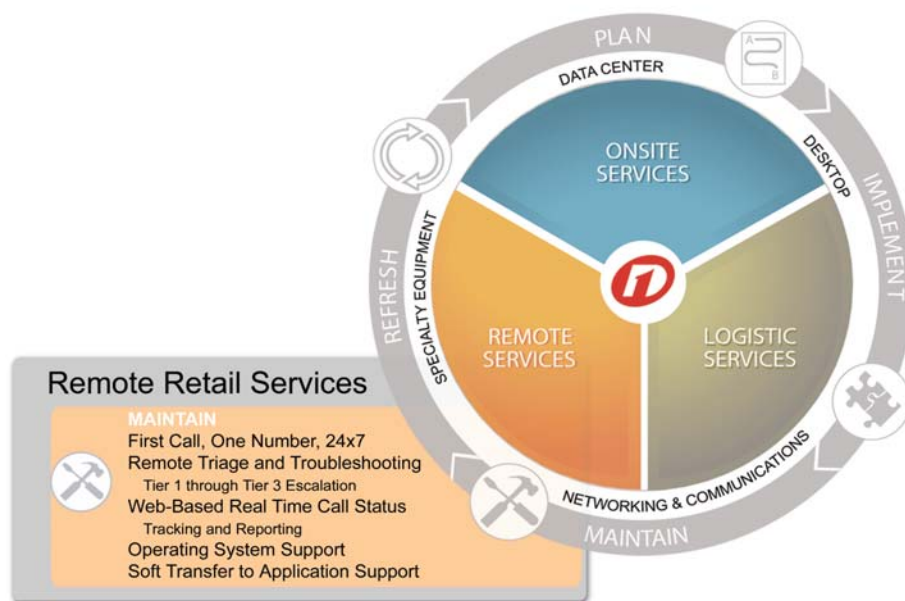
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The Remote Retail Service Solution

DecisionOne's Remote Retail Service Solution provides single source remote help desk support for the entire Retail environment. Whenever there is a technology support need at a store or at the Home Office, this is the first and only call an employee has to make.

DecisionOne's best-in-class retail-focused help desk provides your employees with access to knowledgeable, helpful, courteous professionals who are ready to resolve issues quickly and capably — keeping employees satisfied and stores open for business. Available on a 24x7 basis, this North American staffed solution covers Tier 1 through Tier 3 escalation with soft transfer to application support. As the single point of contact for all technical inquiries, DecisionOne enables you to leverage our 14+ years of call center experience to fulfill your Service Level Agreement requirements without costly IT personnel or call center infrastructure investments.

DecisionOne's Remote Retail Services provide one number to call for all hardware and peripheral support, and a single program manager whose focus is to optimize service call activities.



Benefits to the Retailer

- Cost savings due to outsourcing of call center activity and superior uptime
- Minimal to no disruption to store environment resulting in improved customer shopping experience
- Increased employee morale due to First Call, One Number support and triage provided by DecisionOne's knowledgeable, courteous, North American staffed Service Desk
- Simplified technology support solutions all via real time access to call status and reporting
- Increased resolution rates and reduced onsite support costs
- Improved flexibility via scalable, redundant call center infrastructure

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

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.

Visit us on the web at www.decisionone.com