

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**.

The Retail Logistics Service Solution

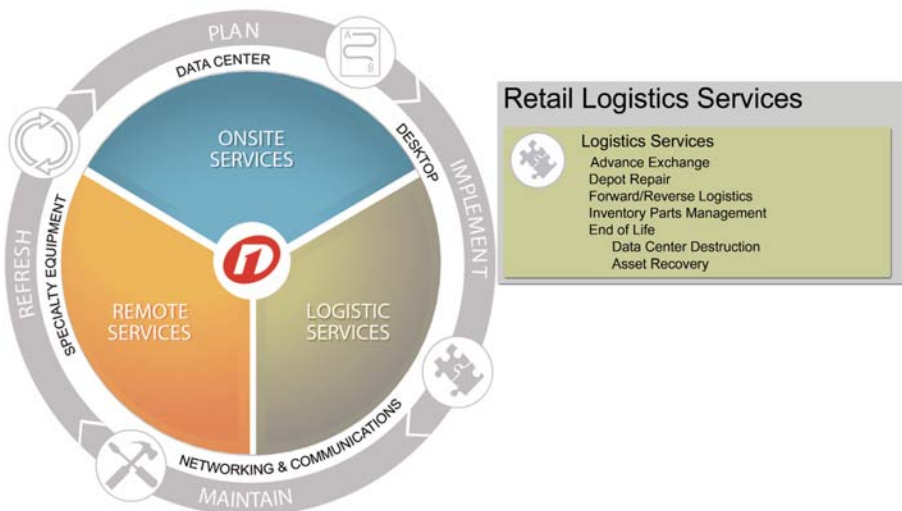
DecisionOne's Retail Logistics Service Solution helps our customers cost-effectively use centralized depot service center capabilities including advance exchange, depot repair, forward and reverse logistics, and inventory parts management.

For retail environments that can't afford to wait for next business day repair/replacement, DecisionOne consigns your inventory, and ships the replacement unit directly to you or your end user, who then returns the non-working unit to DecisionOne. This advance exchange increases uptime and productivity and eliminates deskside support.

With DecisionOne's depot repair services, you can ship your defective equipment to one of our service centers, where the equipment is repaired to OEM functional specifications. Additional offerings include de-manufacturing, disposal, reclamation, and refurbishment.

When cost and management of warehousing and inventory is a concern, DecisionOne can provide a cost-effective, scalable, and flexible solution. Activities include receiving inventory from you or your vendors, warehousing product, and product shipment per your requirements.

DecisionOne Retail Logistics Services provide single source servicing for all of your technology support challenges — enabling you to integrate logistics with onsite and remote support — all from one service provider.



Benefits to the Retailer

- Cost savings due to increased uptime and productivity
- Simplified technology support solutions — one provider, one team, one program manager — all via telephone or Web-based real time access to call status and reporting
- Improved customer experience via effective problem resolution and minimal to no disruption to store environment due to single provider of multi-vendor services
- Increased employee morale due to consistently functioning technology provided by DecisionOne's 50+ years of service delivery assurance and specialized retail workforce

Visit us on the web at www.decisionone.com

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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.