



Highlights

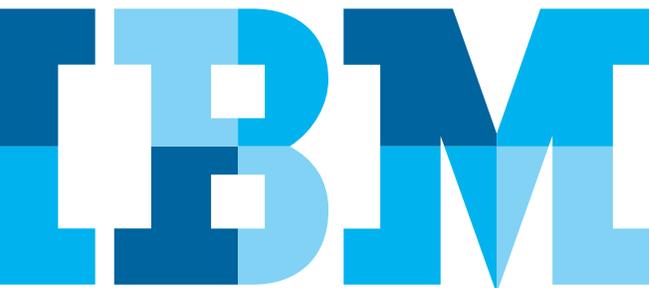
- Optimizes the availability of your store equipment, which helps improve the customer experience and raise store efficiency
 - Extends equipment life and simplifies technical support management across multiple devices and manufacturers
 - Helps solve capital expenditure concerns associated with technology transformation by providing a more flexible way to deal with end-of-life equipment
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IBM Retail Technology Support Solutions

Provide a seamless, wall-to-wall technology support solution for your store

With mobile, online and other new retail technologies emerging and consumer expectations expanding, retailers must deliver superior, personalized, seamless service across all channels—on demand. This poses tough challenges in a price-competitive business with ongoing pressure to reduce costs. Problems with IT equipment diminish the customer experience, employee satisfaction, inventory management and overall efficiency. While you need to keep devices maintained and highly available, mixing old and new technologies requires multiple vendors for support—raising costs, increasing management headaches and further impacting availability.

IBM® Retail Technology Support Solutions are designed to maintain virtually all the devices, software and networks in your store, reduce your operational costs and help you grow your retail business. This new wall-to-wall option offers innovative, customer-centric maintenance and support with a single point of contact for technology from multiple manufacturers. Retail Technology Support is a flexible and customizable solution that spans the multivendor store environment from end-of-life technology to digital and Internet of Things (IoT) devices. Experienced, highly skilled IBM specialists and strong relationships with leading suppliers support you as you transform your retail operation and move toward the digital store of the future.





Improving equipment reliability to help raise satisfaction

Instead of waiting for a device to fail and then determining whom to call, you can use IBM Retail Technology Support Solutions for preventive, conditions-based support. Specialists deploy optimized tools and processes for a tailored, client-specific support plan. The retail solutions team can monitor your technology to help you deliver a high-quality customer experience. When you have an issue with your store technology, IBM can perform problem analysis and put an action plan in place to help reduce the impact to your business. What's more, the solutions can capitalize on IBM Watson™ technology to generate actionable insight and improve your technical support.

Extending hardware life and simplifying technical support management

The one-stop Retail Technology Support Solutions offer remote technical support that covers call receipt, entitlement check, service ticket and remote fix services. The solutions also offer field services with onsite repair by local technicians, preventive onsite service, and onsite swap and installation capabilities. In addition, the retail solutions team can manage parts, inventory and transport to help provide speedy results.

Helping to reduce operational costs and spur investment in new technology

Integrating technical support with one provider decreases the number of service contracts your store needs. Proactive support and maintenance can raise the accuracy of stock movement, improve inventory management, simplify operations and identify scale efficiencies. Retail Technology Support Solutions can move your technology investment from a capital expense (CapEx) to an operating expense (OpEx) model, freeing capital for new digital technology to transform your retail operations.

Why IBM?

Deep experience with a wide range of hardware from multiple vendors—including emerging IoT devices—and decades of retail operations support help make IBM Technology Support Services a technical support leader. An extensive portfolio of offerings covers software, networks and hardware, including IBM Watson IoT™ technology. Robust IBM capabilities let you tailor the solution to meet your needs and provide flexible financing options.

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