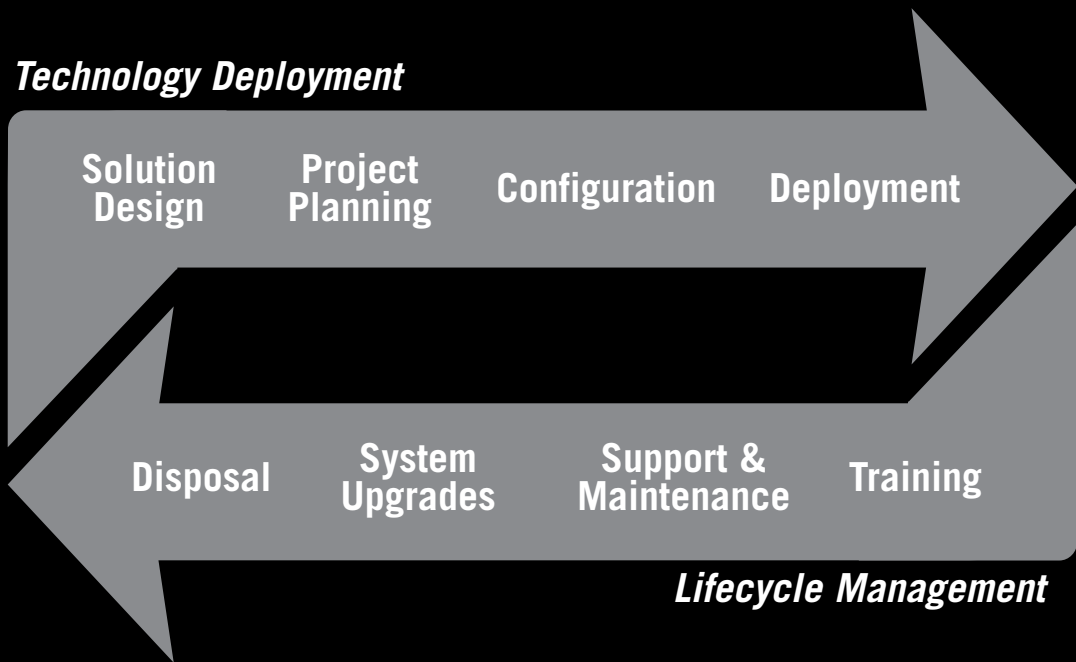




**YOUR CHALLENGES. OUR SOLUTIONS.**

# Solutions for Today's Store Challenges

*These days finding economical solutions to solve your store IT problems is critical. At TSI, we specialize in designing, deploying and supporting store-based technology solutions. We know your challenges as a retailer and we are ready to turn **your challenges** into **our solutions**.*



*We want to serve as an extension of your IT staff—not just as a vendor. Our unique flexibility and industry experience allows us to integrate seamlessly into your team instead of requiring you to change your business practices. It's also what is going to make managing your store infrastructure a little less challenging.*

**YOUR CHALLENGE:** *You are expected to be an expert in all of the leading-edge store technologies and still continue to manage your current solutions! These days, that's becoming an almost impossible task. The scope of store technology is constantly expanding with new entries like kiosks, digital signage and even loss prevention equipment. The reality is that the support and maintenance of your existing solutions consumes nearly all of your available resources, leaving little time to research emerging technologies before your business demands it. How can you make sure you stay ahead of the game?*

## Solution Design

**OUR SOLUTION:** As retail technology veterans, we spend our days immersed in store-based technology. Let our experts guide you through the endless options. We maintain strong relationships with the industry's leading manufacturers and solution providers which allow us instant access to "best of breed" solutions. TSI is fully prepared to help you design all aspects of your technology projects, including technical design, ROI estimation, deployment processes and long-term support.



### SOLUTION DESIGN SERVICES

- *Multi-vendor solution design*
- *Project lab and pilot services*
- *Deployment strategy*
- *Process documentation*
- *Rollout scheduling*
- *Training and support plans*

**YOUR CHALLENGE:** *The good news is you've just been given the green light to begin your store technology refresh. The challenge—you have to start in 30 days, configure and ship 600 systems and install 300 stores in 4 weeks. Store Operations is requesting that all work be done after hours and you won't be able to use store personnel. Don't forget about the data cabling and electrical that will need to be installed, too. At least you have up-to-date floor plans for each location so you can lay out the work in advance, right? By the way, Loss Prevention is asking about what your plan was for the old systems; it seems that there may be a concern about cardholder data.*

## Deployment

**OUR SOLUTION:** TSI is perfectly positioned to help you through your deployment dilemma. With our highly experienced project managers, state-of-the-art facility and our vast network of resources, we are prepared to plan, coordinate and execute the rollout to your specifications. Most retailers only perform major technology deployments every couple of years, making it almost impossible to cultivate expertise in-house. With countless rollouts successfully completed, TSI has developed a deployment methodology based on real world experience. The deployment services that we offer are a direct result of listening to what retailers have said are their real problems: Site Surveys, RF Studies, Equipment Warehousing, Staging and Integration, On-site Installation, Data Cabling and Electrical Infrastructure, De-Installation and Environmentally Sound Disposal just to name a few.

*Any time you rollout new technology to a retail chain it is a temporary disruption regardless of the business benefit. TSI has shown us they can take over the coordination of a nationwide rollout and enable us to stay focused on the customer.*

— Lynn Negrete, IT Director, Anna's Linens

**YOUR CHALLENGE:** *You've had the same POS solution for 6 years and you've been asked to make it last for 2 more. Every year gets more challenging since all of the equipment has long been out of production and the failure rates keep going up. You look forward to the day when you will have a new system, but that will bring its own set of challenges. You will need to purchase a spares pool and run your own exchange facility since many manufacturers only offer depot repair. It shouldn't be hard to find the storage space and double-shipping every repair is probably still cheaper than fixing the old equipment, right? Hopefully, no one will expect on-site service. Even with new equipment, making sure your store systems are up is a big challenge.*

## Support & Maintenance

**OUR SOLUTION:** There are days when deploying technology seems like the easy part. Adopting a new technology solution is a different story. TSI can help your company accept and support new technology. During deployment, we can assist with on-site training options to ensure the first days go smoothly. After deployment, we can augment your existing support staff with remote system monitoring and incredibly flexible hardware maintenance options. We can extend your maintenance budget by allowing you to select only critical components to be serviced by an on-site technician. TSI can even create a custom program to provide improved response times during your busiest selling seasons.



*Because of our large number of locations, managing a maintenance program can be a daunting task. TSI was able to come in, understand our business model and help design a program that really suited our needs.*

— Robert Weismann, Manager, Retail Systems Support, True Value Company

**YOUR CHALLENGE:** *You just received a summary from Store Planning on openings and closings for next year: 20 openings and 10 closings. That's less than 3 stores to deal with on a monthly basis and you can use the equipment from the store closings for the new stores. It's a piece of cake. Then you get the schedule and all 10 closings are scheduled to happen 4 weeks from now and then it will be 6 months before any of the new stores hit. Check that, in 6 months all the new stores will hit. Twenty stores in a month, that's a serious challenge. So is figuring out where you can store all those skids of equipment from the closed stores for 6 months!*

## Store Openings & Closings



**Sale**  
**up to 70%**

**OUR SOLUTION:** TSI is no stranger to helping IT organizations manage their assets. TSI offers a complete array of store refresh services. We can coordinate the correct type of resources to go on-site, inventory assets, de-install equipment and package it to be shipped off to our storage facility or systems recycler. Our 100,000 square foot facility is the ideal place to store your excess store IT equipment. In preparation for redeployment, we can test, refurbish and reconfigure your systems. They will then be ready for the next store opening where a TSI technician can complete the store installation to your specification.

*Today, retailers are constantly opening, closing and moving store locations in an effort to meet customer demand. It's a huge challenge...By having TSI handle the inventory management, coordination and field activities we have become more responsive to the needs of our business.*

— Bill Baehr, POS Support Desk Manager, Phillips-Van Heusen Corporation

# TSI: A Perfect Fit

*Anyone who has spent time in Retail IT can tell you that it brings unique challenges to the table. A Retail IT organization must be committed, efficient, proactive and prepared to react to ever-changing needs at a moment's notice. Let's talk about how we can become part of your team with services like:*

- SOLUTION DESIGN
- PROJECT PLANNING AND MANAGEMENT
- HARDWARE ACQUISITION
- ASSET MANAGEMENT AND WAREHOUSING
- PRE-SHIPMENT SERVICES
- TECHNOLOGY DEPLOYMENT
- TRAINING
- SUPPORT AND MAINTENANCE
- SYSTEM UPGRADES
- DISPOSAL SERVICES
- STORE OPENINGS AND CLOSINGS

## So What's Your Challenge?

[www.newboldcorp.com/tsi](http://www.newboldcorp.com/tsi)

450 Weaver Street  
Rocky Mount, VA 24151

tel: 800.552.3282 x1813  
int'l: 540.489.4400  
fax: 540.489.4393

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