

POST-INSTALLATION SUPPORT SERVICES

TSI's involvement with the retailer comes full circle with our Post-Installation Support Services. Designed to extend the life of IT investments, these services encompass a variety of maintenance programs that include on site and depot offerings. These services also offer Disaster Recovery programs including customized systems ready to be shipped to the store for urgent situations when the store is completely down and not operable.

Having an accurate assessment of all systems and peripherals is invaluable for future systems upgrades, capital budgeting and depreciation audits. We can warehouse and manage your inventory of store equipment and provide timely reports.

POST-INSTALLATION SUPPORT VALUE-ADDED SERVICES & CAPABILITIES

- Depot maintenance
- On site service capabilities
- Warranty administration and enhancement services
- Hardware and software upgrade programs
- Customized disaster recovery services
- Remote systems monitoring
- Ongoing asset management and warehousing of equipment
- 24/7 phone support
- Web-based incident management system

TSI's Support team can be employed to support new store openings, retrofits and a variety of customized maintenance programs. TSI provides support and problem determination and can act as a proxy if issues need to be escalated to the customer's Help Desk or the hardware and/or software provider. With TSI's knowledge and first-hand experience with the customer's store environment, problems can be tracked, escalated and solved quickly at any location across the Americas.