



# Total Systems Integration

a division of NewBold

Total Systems Integration (TSI)  
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[www.tsi-newbold.com](http://www.tsi-newbold.com)

By dedicating our time and energy to managing the seamless coordination and integration of your technology, you can focus on your own business strategy and customer service.

From Our Customer:

*"OfficeMax has been a TSI-NewBold customer for more than 10 years. The service and support they provide is truly best in class. They can handle all aspects of any technology deployment/reclamation projects, small or large. Attention to detail is their strong suite. From planning for the receipt of product to the timing of delivery in my stores, NewBold has flawless execution every time. From my perspective, TSI-NewBold is a key partner for successful project deployment."*

James Farrar

Senior Manager, Retail Systems Integration



## POS Systems Done Right

## About Us

From storefront to warehouse, our goal is to create an exceptional experience that keeps your business running smoothly and profitably, and ensures that your customers keep coming back.

TSI is a POS technology managed services provider with deep expertise in the Specialty Retail and Grocery marketplaces.

Our niche is providing the staging and deployment of POS systems (registers, workstations, laptops, servers, etc.) throughout multi-site environments in North America and Australia. We have also completed international projects in other industries where new POS solutions were needed in multi-site environments. With a network of more than 30,000 professionals that include Project Managers, Pre-Shipment & Deployment Technicians, and Support Team members, TSI can manage and deploy large-scale projects on time and on budget.

Certifications held by TSI :

Toshiba & NCR Certified Depot Location

Microsoft MCSA

CompTIA A+

CompTIA Network+

Journeyman CET

Cisco

Weights & Measures

Microsoft Refurbisher

**We provide innovative, efficient, customer-centric Retail and Grocery solutions and services that give our customers a distinct advantage over their peers.**

## Our Solutions

### Consulting

TSI helps you address key customer touch points through proven retail strategies.

### Project Management

We manage and control all aspects of the customer's project to ensure on time, on budget delivery.

### Pre-shipment Configuration

Load Software

Store Specific Configuration

Fully Tested Hardware

Asset Management

### Deployment

Provide Prewire Service, Installation, onsite testing, and Process Documentation

### Post Deployment Support

Depot Repair Service, Onsite Service, and Warranty Management

### Technology Sourcing

Hardware Agnostic, Large OEM Partnership, Volume Discounts, and Sourcing Obsolete hardware

## Our Services

### Help Desk Services

TSI provides 24/7/365 Multilingual Helpdesk for hardware and software troubleshooting, and offers a single point of contact. Our Help Desk professionals deliver on-demand support allowing you the freedom of business without lengthy hold times, or delayed issue recovery.

- Levels 1, 2 assistance and Level 3 escalation
- Guaranteed Service Level Agreements (SLA)
- Detailed metrics and reporting
- Support throughout North America (US, Canada & Mexico)
- Multi-lingual support (English, Spanish, French, etc.)
- All personnel are CompTIA A+ Certified
- Remote access capabilities

### Warranty Programs

As part of our single-solution philosophy, TSI-NewBold Corporation offers a wide array of hardware Repair Services to help ensure your Point-of-Sale unit is functioning optimally. Our programs range from Warranty Management/Certified Depot Repair to supplemental Depot Repair Services billed on a Time & Materials basis. TSI-NewBold will customize a maintenance solution that is tailored to your unique needs. Our Service Department associates follow best practices, and are Toshiba and NCR certified. Their knowledge and experience will provide you with consistent, timely, and thorough evaluations and/or repairs for your Point-of-Sale hardware.

### Maintenance & Repair

TSI offers significant savings on Depot Repair maintenance. Our objective is to provide the highest standard in quality and service at the lowest possible price. We are highly-trained across all the leading POS Terminals, Bar Code Scanners, Receipt Printers (Thermal, Impact, Ink), Monitors, Keyboards, Customer/Pole Displays, and back office hardware. TSI offers Time and Material (Per Incident) or Flat Rate programs. The success of these programs is built upon our exemplary customer service

