



THE CHALLENGE

We are all experiencing great strains on the supply chain, making it significantly more difficult for retail vendors to fulfill orders for new store hardware. As a result, retailers need to extend the life of their existing systems. It only takes one bad experience to lose a customer forever. Uptime of your store checkout systems is critical, not only for maximizing sales but also for maintaining customer engagement and loyalty.

THE SOLUTION

ReadySERVICE Hardware Maintenance and Repair Services from UTC RETAIL

Flexible service delivery options to meet your specific requirements

- Depot Maintenance service (all scalable to meet peak seasons)
 - Standard depot service: Send it in – we fix it and send it back
 - Advanced Exchange (Hot Swap): Receive a replacement overnight
 - On-Site Hardware Maintenance
 - All POS Equipment, Kiosks, Informational displays, tablets, report printers, corporate servers – All major store technology manufacturers

ReadySERVICE-On-Demand Online Portal – 24/7 access

- Parts requests
- Real-time repair transaction detail and repair status
 - By store, date, and device
 - Exportable into all common formats
- Reporting of volume and trending data
 - By store, date, and device
 - Exportable into all common formats

Our professional repair technicians are extremely knowledgeable and have an average tenure at UTC RETAIL of 10+ years

Contact us at 800-349-0546 or info@utcretail.com for more information.

YOUR CONNECTION POINT