



# Retail Technology Service Solutions

## Empower the Best From Your Retail Tech

Consumer and retailer needs are always changing. While retail technology is a critical business enabler, it can also become an unexpected business disruption without the right support strategy spanning the entire product lifecycle. But with the right outsourcing partner, you can successfully address the end-to-end support needs of retail devices and equipment.

Whether you're trying to navigate product maintenance and repairs or manage complex warranty and logistics, Shyft Global Services helps technology companies like yours establish a service operations strategy that not only matches the quality of your products but complements them, too. This includes comprehensive services and support for your individual products, overall solutions and vast partner network.

## Focus On Retail Innovation, Partner for the Rest

Outsourcing technology services from supply chain management and installation to maintenance and depot repair can help you more easily supplement and support your retailers' operations while also reducing operational costs for your business and protecting your brand reputation.



### Reduced Complexity and Costs

Reinvest capital and focus on innovation — instead of infrastructure complexities — with an experienced team of service experts and a global network of facilities.



### Multi-Vendor Technology Expertise

Simplify and scale your technology service operations through multi-vendor capabilities that are delivered through a single partner across the globe.



### Consistent Customer Experience

Don't let downtime impact your customers, their revenue streams and, ultimately, your business. Maximize their technology investments with robust support.



### Simplified Warranty Management

Take product warranties off your plate with Shyft's team of experts who are dedicated to warranty management, focusing on spare parts, logistics and more.



## Exceptional Customer Experiences Start With the Right Support Strategy

Lean on Shyft as an extension of your team to provide your entire ecosystem with flexible, white-labeled lifecycle services.

### Key capabilities include:

- ▶ Deployment and installation
- ▶ Integration and migration
- ▶ Maintenance and break-fix services
- ▶ RMA management
- ▶ Warranty management
- ▶ Spare parts management and procurement
- ▶ Logistics and supply chain management
- ▶ Product upgrades and repair
- ▶ Refurbishment and disposal

## Supporting the Retail Technology Product Lifecycle – at Scale

Supporting the entire product lifecycle of your retail equipment and solutions can be overwhelming. But retail technology innovators and original equipment manufacturers (OEMs) can scale service operations efficiently through outsourcing – while also minimizing complexities and protecting their brand.

This means you don't have to limit time or investments spent on your core business – creating retail technology solutions that set your customers and their stores or restaurants up for success. Shyft can help you not only focus on what you do best, but also ensure your customers are getting the best from your technology at all points in the product lifecycle.

- ▶ White-label, solution-agnostic, multi-vendor support from scalable, on-demand technical resources
- ▶ Consistently on-time and predictably on-budget outcomes
- ▶ Deep experience with retail technology applications and environments
- ▶ Support for new site openings and technology refreshes

## About Shyft Global Services

Shyft Global Services is a leading technology lifecycle service provider that partners with companies around the world to shift the way they do business. Powered by a robust global logistics network, team of outsourcing experts and decades of experience, Shyft's end-to-end product and customer lifecycle services enable technology companies to reinvest in growth, transformation and innovation.

### Ready to shift your business forward?

To learn more, visit: [shyftservices.com](https://shyftservices.com)

