



# SERVICE & MAINTENANCE

## SINGLE-SOURCE FOR IN-STORE TECHNOLOGY



### CHOOSE CROSSCOM NATIONAL AND RECEIVE:

- CUSTOMIZED SERVICE PLANS
- INCREASED SERVICE CONSISTENCY
- ACCESS TO NATIONWIDE FIELD SUPPORT FOR ALL ASSETS
- REDUCED ON-SITE MAINTENANCE VISITS
- COMPREHENSIVE ASSET TRACKING AND REFURBISHMENT PROGRAM



CrossCom National offers customizable and comprehensive Service & Maintenance plans for all your in-store technology needs.

Handling an average of 19,000 calls per month for a store base of 80,000 locations, our expert technical call center team is available 24 x 7 x 365 to troubleshoot problems **and limit** the number of costly on-site service visits. To assure timeliness and consistency when on-site dispatch service is needed, we provide remote assistance to our representatives the entire time they are at your location. With our nationwide network of contracted field technicians, maintained through a quality rating system, you receive

superior local support without the overhead cost. In addition, through our proactive and preventive maintenance and service strategy, your total cost of ownership for equipment and in-store technology is significantly lowered.

To guarantee comprehensive and centralized access to your maintenance trends, service statistics, site history, order entries, and more, we enter a record into our database every time you call us. All your information is viewable 24/7 through CrossInform, our customer Web interface. And, as part of our Lifecycle Solutions, we can take care of all your staging and implementation needs.



# SERVICE & MAINTENANCE

CrossCom National simplifies all your Service & Maintenance needs, allowing you to reduce costs and increase overall operational efficiency. We provide Service & Maintenance for all your in-store systems, including:

- Cabling
- POS
- CCTV
- Servers
- Voice & Data Systems
- Routers/Switches
- Access Points
- Telephones
- Wireless Devices
- Digital Signage
- Workstations
- Paging

## INNOVATIVE ASSET REFURBISHMENT PROGRAM

CrossCom National specializes in building efficiencies into your operations and ours. With Express Restore™, an innovative asset refurbishment program that extends asset life for your in-store systems, you can significantly increase uptime by shipping your equipment to us for refurbishment.

Whenever you have an issue with your assets, simply call us, and we'll ship a refurbished and pre-configured unit to your location overnight.



## AN INSIDE VIEW OF SERVICE & MAINTENANCE

### Ongoing Service Repairs & Annual Preventive Maintenance

A nationwide discount department store chain with 3,000 locations in major cities and remote areas needed maintenance and preventive services to help lower costs and increase service consistency. By creating a comprehensive service program to aggressively manage ongoing maintenance, we were able to accept ownership of store systems and provide a consistent approach that resolves issues quickly and remotely, whenever possible. All information gathered during service trips is automatically stored in our database and reported back to the customer. In addition, with only one invoice per quarter, our billing system allows the customer to vastly reduce costly invoice-processing time and more effectively budget for annual repair costs.

### Ongoing Service & Maintenance for In-store Technology

Handling service and maintenance for over 1,200 locations of a national drugstore chain, CrossCom National provides on-site repairs for all phone systems, voice and data cabling, paging systems, IVR troubleshooting, and voicemail systems. By combining on-site visits through our national field service network, as well as coordinating remote programming for all in-store systems through our technical call center, CrossCom National troubleshoots, diagnoses, and solves repair issues within 4-hour emergency and 24-hour standard response times, 24 X 7 X 365. With our team handling outages with critical in-store technology, our customer reports increased service consistency and operational efficiency.

**CONTACT CROSSCOM NATIONAL TODAY FOR A COMPLIMENTARY, NO-OBLIGATION BUSINESS PROCESS ASSESSMENT.**



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CROSSINFORM  
WEB PORTAL

CrossInform, CrossCom National's customer Web portal, uses our proprietary software to provide you 24/7 access to comprehensive Service & Maintenance reporting for all your assets, including:

- Complete site history and daily service stats.
- Top 20 service diagnoses.
- Order entry and tracking.
- Progress on service requests.
- Response time percentages.



## ABOUT CROSSCOM

CrossCom National is a recognized industry leader in staging, configuration, implementation, and maintenance of retail POS, data, voice, and wireless solutions. Founded in 1981, CrossCom National is the single source partner retailers depend on for in-store technology requirements, including asset management, cabling, rollout, chain-wide implementation, service, and maintenance.