



StoreCare — Retail Technology Support Services

Get ready for the “Store of the Future.” The power of consumerization and emerging technologies like mobile, cloud, big data and real-time analytics are forcing today’s retailers to deliver a personalized and seamless omnichannel customer experience. But to deliver a seamless experience, retailers need assurance that all of their store technologies are up and running, especially during the peak holiday season. Technology problems not only impact the customer, but also employee productivity, inventory management, security and operational efficiency.

CompuCom® StoreCare™ helps retailers prepare for the future by delivering simplified, personalized, consolidated and fully-managed technology support solutions like IT maintenance and monitoring, device life cycle management and account management that deliver a seamless customer experience 24/7/365. StoreCare improves technology availability and efficiencies, and delivers a turnkey IT solution for all store locations. This drives increased shopper engagement and overall business growth.

With StoreCare, you get:

- Personalized, anytime, anywhere, any device retail store support

- A retail service desk to deliver enterprise-class IT support
- Pre-emptive resolution through advanced analytics and automation
- Proactive and preventive maintenance to avoid downtime and failures to keep stores up and running
- Rapid technician dispatch and smart parts management
- Dedicated account management office for governance and oversight

Equipment Reliability and In-depth Experience

CompuCom deploys from initial site surveys to final install and provides wall-to-wall support. Once your stores are open, our StoreCare service maintains and improves your retail location IT infrastructure. Each of your stores is locally supported by our vast network of certified technicians.

Our retail team delivers decades of in-depth knowledge of point-of-sale (POS), cabling and communications and back-office devices. We offer lifecycle support of desktops, laptops, POS, mobility devices, managed print, networks and servers — and deliver wall-to-wall support for your mobile workforce and connected IoT devices.

ACHIEVE MORE WITH STORECARE

- Gain a seamless customer experience 24/7/365
- Minimize service interruption
- Increase store sales
- Enjoy speed to market
- Accelerate ROI on technology investments
- Drive business growth

WHAT MAKES COMPUCOM THE MARKET LEADER

- 6,000 certified field technicians
- 337,000+ POS devices supported
- 57,000+ retail stores supported
- 95% U.S. and Canada coverage
- 99.9% uptime
- 100,000+ certifications
- Leader in Process Automation for pre-emptive resolution

CompuCom®

IT Maintenance and Monitoring — Maximum Uptime, Productivity and Operational Efficiency

StoreCare's proactive and pre-emptive technical support services are delivered both on-site and remotely. CompuCom® ASCEND™ digital platform resolves many issues through self-service automation and IT service management (ITSM) analytics that visualize IT processes in near real-time. CompuCom ASCEND also delivers artificial intelligence (AI) and machine learning to automate root-cause diagnosis and issue remediation.

Life Cycle Management — Streamlined End-to-End Device Management

StoreCare provides an advanced multi-device life cycle management system for transparency, system integration and reporting for preventive modelling and predictive analytics. We use the right tools and technologies to provide a cost-effective approach in procuring, configuring and deploying responsible disposition (ITAD) using certified R2 and e-Stewards electronics recycling processes.

Account Management — Enjoy Better Visibility, Transparency and Governance

We have dedicated account management teams to increase customer satisfaction, as well as improve governance, program management, document management and regular reporting. You can utilize our mobile user platform to create tickets, access the knowledge base and get live chat capabilities. You can also track tickets, predict failure instances, monitor service level agreements (SLAs) and make decisions on next steps such as ordering parts, scheduling repairs or replacing a device.

IT Maintenance and Monitoring Services

- 24/7/365 retail service desk (multi-tenant ITSM)
- Automated tech scheduling
- Desk, mobile, office, web, internet of things (IoT) device support
- Hardware maintenance and support (break fix, remote, on-site)
- Software support
- Proactive and responsive maintenance
- On-demand technician dispatch
- Warranty/non-warranty management
- Install, move, add, change (IMAC)

Device Life Cycle Management

- Procurement
- Deployment
- Configuration
- IT asset disposition (ITAD)
- Advanced exchange/hot swap support
- IT asset refurbishment/redeployment
- Packaging and logistics
- Remarketing

Devices Supported

- CPUs
- Monitors LCD/CRT
- Keyboards
- Fax Machines
- Servers
- Tablets
- Printers
- Copiers
- Mice
- Scanners
- Switches
- Routers
- UPS
- DVD/VCR Players
- Mobile Devices
- Batteries
- Televisions
- Cell Phones
- Cables
- Hard Drives
- Desktops
- Laptops
- Network Equipment
- POS
- Cameras