

ELECTRONIC POINT OF SALE SUPPORT

The environment for retailers has rarely been tougher. With consumers offered an ever widening choice, both in the high street and on-line, the conditions are, to say the least, difficult. There has never been more pressure for retailers to ensure that their organisation is operating efficiently and effectively in order to maximise sales and profits.

A fundamental element of every business today is its IT infrastructure. If this area is not operating smoothly and cost effectively it will undermine every other part of the organisation.

- Are you getting the help you need from your IT support provider?
- When did you last question the quality of the IT hardware support you receive?
- Are you convinced you are getting the support you need for your EPOS and retail environment in general?
- Can your current support provider's response and fix times be improved upon?
- If you're under a warranty agreement, is this sometimes difficult to implement?
- Do you sometimes meet resistance from your supplier to get an engineer on site?
- If you are in a supply and support agreement, are you sure your provider always operates with your best interests in mind?
- Do they use 'Beyond Economical Repair', as an excuse to sell you new equipment?

When did you last test the market to ensure you are getting value for money from your support provider?

Is there a support model more suited to your particular needs - call based perhaps - only paying for the calls you use?

As an IT provider and support specialist for nearly thirty years, Kalamazoo - Reynolds has excelled in the provision of computer based services, delivering the highest levels of expertise and reliability.

We believe long standing relationships and effective service partnerships are created by good communication, listening to what our customers want, and crucially, having the systems in place to maximise our customers' retail 'uptime'.

We are active in many areas of business, with particular experience in the retail sector, providing IT support to major organisations like Harvey Nichols, Countrywide Farmers, Howden Joinery Retail and many more.

Customer satisfaction is key to everything we do

For more information on Kalamazoo - Reynolds' EPOS support contact your Account Manager, call 0800 169 7055 or email: itsalesenquiries@kalamazoo.co.uk www.kalamazoo.co.uk