



# Achieve Peak Performance with Retail Services from Pomeroy



**50+** years in retail

**75K** supported locations

**2M** supported devices

**25K+** retail store deployments each year

**600K** retail devices shipped annually

**50K** POS devices shipped annually

**100%** coverage in North America

**24x7x365** continuous care

**1,100** calls per week

**L1 – L4** store support

## We know retail

Pomeroy has been developing and delivering world-class solutions for top retail brands for over 50 years. We're proud to be a leading provider of consolidated, end-to-end retail technology and support, offering a transformative experience for retail organizations from corporate leadership to store staff.

## How we enable retailers

Pomeroy's Service Desk and Field Services offerings add efficiency, improve performance, and deliver enhanced customer experiences by:

- Driving loyalty with seamless customer experiences
- Staying ahead with scalable connected retail IT support
- Building a sustainable brand with expert IT solutions
- Gaining a competitive edge with data-driven, personalized shopping experiences
- Unlocking innovation with the latest retail technology
- Reducing labor issues
- Keeping you up to date with regulatory compliance
- Monitoring and protecting your network 24x7x365
- Optimizing real estate costs
- Managing technology lifecycle support

## Areas we support

- Point of Sale Solutions
- Self-Service Checkout Technology
- Store Lifecycle Solutions and Deployment Services
- Wall-to-Wall Store Technology Support
- Software Services and Store Application Support
- Mobile and Wireless Payment Solutions
- Security and Surveillance Solutions

## Flexible support that aligns with the needs of your business

Pomeroy delivers both remote and onsite services to retailers and can combine services to meet specific requirements. Fill support gaps with Service Desk or Field Service offerings for cost-effective assistance or create far-reaching efficiencies by combining services.

### Service Desk

Retail is a time-sensitive industry, which is why Pomeroy's world-class Service Desk support is **available 24x7x365**.

#### With Pomeroy, you get:

- Expert support technicians with firsthand retail experience
- High availability and swift responses
- Flexible, comprehensive support
- Technicians familiar with your unique environment
- Commitment to resolving issues as fast as possible

### Field Services

Pomeroy's "**Smart Hands**" field service technicians provide world-class Service Desk expertise with the added benefit of **in-person support**.

#### With Pomeroy, you get:

- Optimized dispatching for rapid response
- Streamlined staffing through scalable support  
Minimal disruption and reduced pressure for store staff
- Swift time to resolution with expert technicians
- Field service technicians who understand your technology and challenges

Outstanding customer experience is rooted in exceptional employee experience. For retailers seeking an edge through CX, investing in employee well-being is critical. Custom, optimized retail technology solutions from Pomeroy empower employees to focus on what's most important: delivering exceptional services that set your retail business apart.



**27x7x365**  
**Continuous care**



**1,100 Calls per**  
**week**



**L1 - L4 Store**  
**support**

## Key Industry Partners

**TOSHIBA**



**aruba**  
a Hewlett Packard  
Enterprise company



Value Added  
Reseller

**CISCO**  
Partner  
Gold Integrator  
Gold Provider

**elo**

**everseen**

**ingenico**

**SAMSUNG**

**spectrio**

**Verifone**

**ZEBRA**



Leverage Pomeroy's decades of experience  
to design your ideal retail technology environment.

Contact us today to get started.