

➤ TOSHIBA INFRASTRUCTURE SUPPORT MULTI-VENDOR ICT SERVICE SOLUTIONS



World-class technical expertise and European logistical services at your fingertips

Every day, we at Toshiba work with many small, medium-sized and global enterprises in a complex world without boundaries. We listen and we understand your needs, regardless of the size of your organisation. This enables us to deliver a breadth of ICT services born from a long tradition of serving people across the globe every day since 1950.

Your European project management team works hand in hand with support teams at the local level. This generates trust and support for new perspectives, bring in the right solutions for our customers and strengthen competitive advantages.

You will find us where it matters most: right where you, our customer, want us.

This reduces the Total Cost of Ownership (TCO) and increases the entire ICT system availability thanks to the seamless integration with the ICT infrastructure of you, our customer. But that's part of the story only. Our understanding of your business assures you of a fast turnaround and that, in the fast-moving world we live in, is part of your competitive advantage.

We empower our customers thanks to our European service support network in 11 countries with over 500 ICT, retail and supply chain specialists at your disposal, as well as with our extensive partner network in the other European countries.

TOSHIBA – the professional technology consultants you can trust.
So your customers can continue to trust you.

TOSHIBA
Leading Innovation >>>

> PROJECT MANAGEMENT

In today's knowledge-based environment, the retail industry is undertaking projects to deliver complex products to satisfy equally sophisticated client needs. In addition, the speed at which the economy moves and the pressure to continuously improve time-to-market, is driving all of us to achieve better response times and improve quality.

TOSHIBA excel in the application of knowledge, skills, tools and techniques, to a broad range of focused activities, in order to meet the requirements of the particular project.

- Integration: localisation and configuration of the customer ICT platform, including the appropriate software.
- Installation: delivery, installation and start-up of the customised solution.
- Pan-European deployment securely controlled by European project team.

> SUPPORT

Services are our forte. We concentrate on the essentials to help drive the overall strategic objectives of our customers. TOSHIBA is a can-do enterprise with a track record for high uptimes.

Call Centre

- Telephone support (diagnostics, problem solving...).
- Remote technical support.
- Preventive maintenance.
- IT infrastructure management.
- On-site support coordination & dispatch.

Maintenance

- On-site intervention, participative maintenance and RMA.
- Multi-vendor hardware support (Wincor Nixdorf, NCR, IBM, Fujitsu, Datalogic, Metrologic, Motorola...).
- Dedicated account manager.
- SLAs.

Logistics

Toshiba's European Logistics Centre is at the heart of a pan-European network of spare parts distribution centers at each of our sales offices.

> TRAINING

Designed to meet the training and education needs of our customers in Europe, Toshiba has an established network of training agents. This guarantees the best possible use of your installation, covering general areas as well as application specific solutions thanks to our methodical approach.



> TOSHIBA SERVICES

The professional consultants you can trust

- A single account manager per customer; your trusted point of contact.
- Call Centre support with a personal touch: nearly 100 support staff at your service 7/7.
- Multi-vendor maintenance support (on site or in our workshops).
- Modular system approach and personalised service.
- Logistics: More than 300,000 shipments/year throughout the EU supported by our local logistics network, for you.



TOSHIBA

TOSHIBA TEC EUROPE RETAIL INFORMATION SYSTEMS

www.toshibatec-eu.com

HQ Tel. +32 (0)2 410 21 00
info@toshibatec-eu.com
www.toshibatec-eu.com

DE Tel. +49 (0)2 15 18 38 01
marketing@toshibatec-eu.de
www.toshibatec-eu.de

AT Tel. +49 (0)2 15 18 38 01
marketing@toshibatec-eu.de
www.toshibatec-eu.de

FR Tel. +33 (0)1 58 07 20 00
info@toshibatec-eu.fr
www.toshibatec-eu.fr

BE Tel. +32 (0)2 410 21 00
retail@toshibatec-eu.be
www.toshibatec-eu.be

ES Tel. +34 (0)91 502 15 90
marketing@toshibatec-eu.es
www.toshibatec-eu.es

PT Tel. +351 214 222 064
comercial@toshibatec-eu.pt
www.toshibatec-eu.pt

UK Tel. +44 (0)870 890 7200
marketing@toshibatec-eu.co.uk
www.toshibatec-eu.co.uk

IE Tel. +353 (0)1 465 22 20
info@toshibatec-eu.ie
www.toshibatec-eu.co.uk

Group companies

TOSHIBA TEC Netherlands Retail Information Systems b.v.
Tel. +31 (0)33 453 81 00
info@toshibatec-eu.nl
www.toshibatec-eu.nl

TEC Polska Sp. z o.o.
Tel. +48 (0)22 501 67 70
info@toshibatec-eu.pl
www.toshibatec-eu.pl

TEC Italia, S.r.l. Gruppo Toshiba
Tel. +39 (0)2 48 60 24 61
info@toshibatec.it
www.toshibatec.it