

Store Lifecycle Management

Improving total-cost-of-ownership, performance of store IT and ability to compete

Challenges

INNOVATION



Hardware Implementation Plans?

Investment
Rollout
Hardware Maintenance



Considering New Customer Touchpoints or Enterprise Management Solutions?

Build & Integrate
Manage & Operate Applications
Fulfilling Security & Compliance

EXPANSION



Considering Market Growth?

Staying Competitive
Time to Market
Managing Cultural Aspects

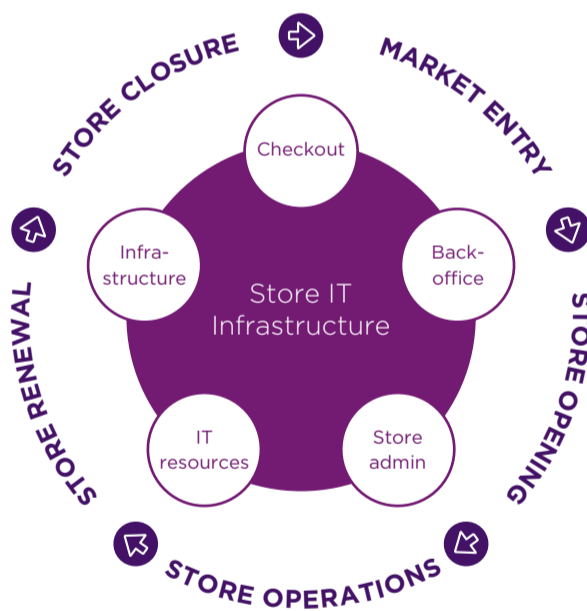
IT OPERATIONS



Considering Establishing Global Operational Excellence?

Cost Transparency
Orchestrating 3rd Parties
Consistent Service Delivery

Solutions



2,000+
AGENTS
WORLDWIDE



Store Support

Solves daily store IT problems faster via phone or remote access by utilizing a multi-lingual helpdesk.

~70% first contact resolution
One multi-lingual SPOC
24/7 support / up to 25+ languages



Store Operations

Store Operations operates retail store IT on behalf of the retailer. Includes store support!

CapEx to OpEx shift
Transparent SLA's
End-to-end responsibility



Store Projects

Professional project management to support the retailers' growth strategies from market entry, store opening through to store closures.

2x speed
Global presence
Expert know-how

Benefits

- ✓ Up to 25% cost reduction for IT operations
- ✓ Tailored services based on standards
- ✓ Complete lifecycle coverage for all IT objects



Global Service Delivery Network

Build & Integrate / Deployment /
Service Desk / System Management / Infrastructure
Operations / Application Operations /
Application Management