

NEXT-GENERATION ASSET MANAGEMENT OF IN-STORE VOICE AND DATA SYSTEMS

Express Restore™ — part of CrossCom National's lifecycle solutions for retailers. Increase your operating efficiency. Decrease your costs and downtime. Lower your total cost of ownership. And take control of your assets.

- **WHOLE UNIT REPLACEMENT VS. ON-SITE COMPONENT REPAIR**
- **COMPLETE REFURBISHMENT VS. SINGLE PART REPLACEMENT**
- **EXTENDED LIFE OF ASSETS**
- **PROACTIVE REPLACEMENT OF PARTS**
- **DECREASED HELP DESK COSTS**
- **ELIMINATED "REPAIR TECHNICIAN WAIT TIME"**

Express Restore™ puts control of your in-store systems assets in your hands. Control of assets increases asset velocity and reduces pipeline inventory because having replacement systems available when you need them lowers new asset purchase requirements.

Through Express Restore, a stock of refurbished, pre-configured assets are available, and sent to you overnight when you need them. Whole unit replacement, versus on-site repair, increases operating efficiency and reduces the delays and costs associated with return trips. And returning the malfunctioning equipment for complete depot refurbishment,

compared to on-site component repair, increases asset life and lowers operating costs.

In addition to establishing a more efficient way to manage your store systems, Express Restore also creates an asset inventory tracking system. Asset tracking and serialization data is available on demand — in hard copy or through complimentary integration with your order tracking system. Express Restore records and provides tracking on all of your assets from the minute they enter our warehouse until they are needed back on site.

BETTER SOLUTIONS IN STORE

Customer places order

- Phone
- Web
- Integrated Customer System

Technical Service Representative troubleshoots to determine appropriate action.

CrossCom National Field Technician dispatched to site.

CUSTOMER REQUIRES ON-SITE LABOR

CUSTOMER REQUIRES ASSET REPLACEMENT

Whole asset replacement item prepared for shipping.

Whole asset replacement shipped for delivery by 10:00 a.m. the next day.

Whole asset refurbishment

- Clean and paint
- Component part evaluation
- Placed in inventory

Follow up on unreturned inventory through RMA process and tracked until all assets are received.

Defective asset returned to CrossCom National

Replacement asset arrives and installed by store personnel or a Field Service Technician.

EXPRESS RESTORE PROCESS

From the minute you experience store system trouble, Express Restore™ is working to save you time and money — and keep your business in business. It can help you lower the total cost of ownership for virtually every in-store system, including data systems, POS systems, telephones and telephone systems, and voice and data peripherals.

This innovative program streamlines your asset management through:

- Integral asset management tracking system
- Around-the-clock technical support resources
- Increased asset availability
- Increased asset life and decreased replacement costs
- Increased asset velocity

Progress of every order is viewable 24/7 on



CONTACT YOUR CROSSCOM NATIONAL REPRESENTATIVE TODAY FOR A COMPLIMENTARY, NO-OBLIGATION BUSINESS PROCESS ASSESSMENT.



900 Deerfield Parkway

Buffalo Grove, IL 60089

800.933.9203

www.crosscomnational.com