

PROJECT OVERVIEW

Retail Market Segment: Discount Department Store

Project Name: Maintenance and Annual Preventive Maintenance

Completion Time Frame: Ongoing

Number of Locations: Approximately 3000

Customer Objective

To partner with a company to provide maintenance and preventive services at the store level — leading to reduced costs and increased service consistency.

CrossCom National Advantage

CrossCom National's unique approach to a maintenance program provides lower program costs and aggressively manages ongoing maintenance. Our goal is to reduce the customer's cost and increase the store up-time. A maintenance program allows us to accept ownership of the store systems and provide a consistent approach to resolving issues quickly and remotely if possible. In addition, CrossCom National is able to maintain a wide variety of systems and extensive coverage across the United States in both the major metropolitan areas and more remote areas. Our maintenance program is billed in one invoice per quarter, reducing costly invoice-processing time and allowing the customer the ability to effectively budget for repair costs.

PROJECT SCOPE

Project Management

This program includes both ongoing and preventive maintenance, which requires the management of breakfix calls as needed, as well as a project-type preventive trip to each location during the maintenance period. Information gathered during preventive trips are stored in a database and reported back to the customer.

Maintenance

Maintenance is delivered with industry-standard response times of 4 hours for an emergency call and the next business day for standard calls. Emergency calls are defined by the customer prior to the contract start date. Troubleshooting procedures are developed based on the customer environment and the installed systems. Maintenance includes lightning strikes, 'no trouble found' calls, and accidental damage during normal use.

Refurbishment

Equipment that is defective is returned to CrossCom National's Express Restore facility and completely refurbished for use in the maintenance program. This allows us to provide lower overall program costs to the customer.

SUMMARY

CrossCom National has successfully provided maintenance and preventive service for this customer for over three years. Prior to the maintenance program, service was provided on a 'time and materials' basis. CrossCom National was able to effectively improve service and lower costs for our customer based on our retail experience and our cooperative approach to in-store systems maintenance. Additional services provided to this customer include installation and system staging, making CrossCom National a natural fit to perform post-installation maintenance.