



IT Management and Maintenance for Retail Businesses

Helping you keep your business running and your customers happy

Retail is at the heart of our economy. Your customers depend on you to provide them with products of all shapes and sizes. But what happens when your POS system crashes? You still have the product, but unless you're willing to go back to pencil and paper, you can't sell it. You have to shut your doors – at least temporarily.

The question is: How many sales are your competitors making while your systems are down? IT management isn't about having the brightest, shiniest tech in your business. It's about avoiding downtime, serving your customers, and keeping lost revenue to an absolute minimum.

How our team helps retail businesses thrive

Whether you're an independent, niche retail operation or have multiple stores throughout the region, our team has the expertise and experience to help you stay up and running. We do this by deploying tools and services, such as:

- IT security
- IT maintenance and management
- Email security
- Internal and external communications tech
- POS system implementation and maintenance
- Troubleshooting and incident response

Leveling up in retail technology

Have you seen the tech available to retailers? Whether you're looking to streamline your inventory management or engage customers with the technologies they already use, our team is here to assist. Because we support operations of all sizes, we have the breadth of experience and exposure needed in a retail technology consulting team.

Meeting customers' expectations by avoiding downtime

Customers walk into your retail store with high expectations. They depend on you to provide them with fast, efficient service supported by technologies that get the job done. Any significant delays in service or transaction can result in losing a customer, losing revenue, and gaining a poor review online.

Our team works with you to help keep your systems secured, updated, and patched to avoid unplanned downtime that would negatively impact customer experience.

Exceeding customers' expectations with valuable communication

The way you communicate with your customers is a critical component of the customer care process. Using the right technology can streamline how you:

- Collect their email, social media profiles, and telephone numbers
- Send the latest e-flyers and sale notifications
- Develop mass, personalized communication
- Automate ALL customer communication

We can help tailor and implement communication technologies that will help bring in customers, upsell them, and build lasting, win-win relationships.

Need more information?

