



Professional Services and Support



To ensure our customers optimise the return on their Torex investment, we offer exceptional professional services and support. Each combines the power of global resources with the expertise of local experience and knowledge.

The challenge

Retaining customers – and gaining new ones. Increasing customer spend. Reducing costs. These challenges are often vexing ones for businesses across the retail, fast moving consumer goods, petroleum and convenience, and leisure, food & beverage markets.

Unfortunately, providers of retail business solutions rarely deliver when it comes to services and support. On the services side, customers often face:

- Unnecessary development and costs
- Increased costs associated with project overruns
- Complications in dealing with different suppliers and/or solutions in different countries
- A failure to realise benefits from a new solution due to an inability to adopt best practices
- The prospect of reworking the solution after it has gone live
- Poor or nonexistent on-site service for POS terminals and hand-held devices

In terms of support, many of these same businesses need:

- 24/7/365 support
- Rapid, effective response for mission-critical issues
- Local expertise in their language
- Global expertise for multinational, multi-site operations
- A support plan that is cost-effective and suits the specific requirements of the organisation

Clearly, the time has come for a company that rounds out its solution offerings with first-rate service and support.

Define customer experience with Torex Professional Services and Support.



Torex is the leading global provider of end-to-end business solutions for the extended retail marketplace. Our retail and hospitality systems and point-of-service (POS) software and related hardware produce a defining customer experience that helps you improve customer loyalty and maximise profitability.

To ensure our customers optimise the return on their Torex investment, we offer exceptional professional services and support. Each combines the power of global resources with the expertise of dedicated customer-centric service professionals with local experience and knowledge.

Torex at a glance

- More than two decades serving the retail industry
- Supports 125 million transactions a week
- Schedules half a million staff a day
- Collects 100,000 customer opinions a week
- Supports 1 million planning and re-forecasting decisions a day
- Operates more than 120,000 POS

TorexTM
Defining customer experience

The solution

At Torex, our international service and support network allows us to deliver seamless, end-to-end service to our 7,000 customers worldwide – before, during and after an implementation.

Professional services

Industry experience

Could your organisation benefit from deep experience in the delivery and implementation of retail systems? Our professional services staff have worked an average of 13 years in project management and nine years in business consulting.

Best practices expertise

Our retail experience enables us to build best practices into your organisation to help you attract and retain customers, increase customer spend and reduce costs. Our proven delivery methodology ensures we meet your project objectives the first time around.

Technical skills

Our professional services staff have extensive knowledge in implementing Torex software solutions and in integrating them with third-party products. In addition, our technical consultants can provide advice on various operating systems and databases, including Oracle® and SQL.



Our professional services staff have worked an average of 13 years in project management and nine years in business consulting.

When you have a need for on site maintenance or repairs for your hardware devices, help is just a phone call away. Our experienced hardware technicians will be dispatched to your site to resolve your issue quickly.

Flexibility

If you have a large IT department, you can rely on Torex Professional Services for consulting guidance, but carry out our recommendations with in-house resources. If you're a smaller organisation, we can also address a wider range of issues, including system updates and regulatory compliance. No matter what the scope of your needs, we're here for you.

Global/local presence

While our professional services staff can manage a project from anywhere in the world, each of our customers is assigned an on-the-ground manager to promote consistently high standards of service.

Our professional services span the following areas:

Project management The project manager takes responsibility for the delivery of each stage of a project, including start-up and initiation, solution configuration, build and test, implementation, plus completion and handover to operations and support.

Project management office (PMO) In addition to handling project management duties, the PMO oversees and stores the documentation for each stage of a delivery.

Business consultancy The business consultant identifies and qualifies customer requirements so that Torex can offer the most cost effective and suitable solution. He or she also advises and makes recommendations on best practices, and proactively leads the customer through the solution configuration process.

Other services Additional ongoing professional services may cover the following:

- System utilisation health checks and optimisation
- Refresher training
- Database tuning
- System housekeeping and data archiving
- Upgrades
- Getting the most out of your system
- Business practice review
- New regulatory compliance

Support

Located around the globe, Torex Support Response Centres comprise the worldwide infrastructure that allows us to handle any customer software or hardware support issue, regardless of complexity.

Industry experience

The expert staff at our Support Response Centres have spent many years working with customers in the retail environment and in specialised areas such as fast moving consumer goods, petroleum and convenience, and leisure food & beverage. They bring extensive knowledge of our products, the environment in which they're deployed, and associated legislative and trading standards requirements.

Technology

Torex is continually developing and expanding the technologies underpinning our support services, including:

- Centralised CRM systems to provide real-time update, consistency and contingency across all sites
- Virtual private networks (VPNs) to enhance inter-site communication
- A Secure Remote Support Gateway to reduce costs and time involved in the remote access of customer sites

Flexibility

We give you the flexibility to choose the level and type of support that best suits your operations. The following options are available, depending on your needs:

- Various levels of Support Response Centre services, up to and including 24/7/365
- “Customer-dedicated” teams created within the Support Response Centres
- Support on third-party products
- Deployment of software updates
- Deployment of system configuration changes
- Tailored reporting to meet your specific needs
- Managed services for your enterprise
- Hosting services for Torex DRS-POS enterprise edition

Global/local presence

Torex has Support Response Centres located across mainland Europe, the United Kingdom and Ireland, the United States and Asia. Our global coverage and multilingual capabilities allow us to route your support request to an expert who knows your product, understands your local environment and speaks your language.

We give you the flexibility
to choose the level and
type of support that best
suits your operations.



Thinking ahead

Torex defines customer experience as a partnership built on trust, reliability and impeccable customer service. Our professional services and support network form the foundation for building long-term relationships with our customers.

As part of our unique organisational approach, our professional services and support teams work side by side with our research and development experts. This means professional services and support staff:

- Always have the most up-to-date information on our products
- Can respond faster to customer enquiries
- Can communicate customer opinions to shape the development of future enhancements

In addition, all our products run on standard, open, widely accepted platforms. So when you buy a Torex software product, you'll know the underlying technologies and hardware are modern – and that migration to new technologies will be easy. Our partnerships with technology leaders include:

- Microsoft® Gold Partner
- IBM® Premier Partner
- The largest HP® retail distributor in the UK



To learn more about Torex Professional Services and Support, please visit www.torex.com.

© Torex Retail Holdings Limited 2008. All rights reserved. Torex and other Torex trademarked names or brands are trademarks or registered trademarks of Torex Retail Holdings Limited and/or its subsidiaries in the United States and/or other countries. All other trademarks mentioned herein are recognised as trademarks of their respective owners.

About Torex

TXSU_SSPENA4_0308

With more than 20 years experience, Torex is the leading European-based global provider of proven, best-in-class solutions that help over 7,000 customers provide a defining customer experience in the retail, petroleum and convenience, fast moving consumer goods, and leisure, food & beverage markets.

www.torex.com

Global Headquarters
Houghton Hall Business
Park
Houghton Regis
Dunstable LU5 5YG
T: +44 (0)1582 869600
F: +44 (0)1582 869601

Torex™
Defining customer experience