

Complete In-Store Technology Services & Support

Highlights

- Leading national provider of voice, data and video infrastructure installation, service and support
- World-class National Customer Support Center (NCSC) available 24x7, 365 days a year
- Geographic coverage across North America with more than 2,500 NET Certified Technicians and Field Engineers
- Expertise in supporting large-scale, complex deployments in short timeframes
- Single point of contact
- Multi-vendor technology support services

Contact Us

To learn more about NET Retail Solutions, contact a NET Sales Representative at 608.827.6700 or visit www.nettechnology.com.

Industry-Leading Technology Support

With more than 15 years of experience and a track record of proven success delivering technology support services, Network Engineering Technologies (NET) is the partner of choice for Fortune 1000 retailers across North America.

As a leading, single-source provider of enterprise voice, data and video infrastructure solutions, NET provides 4 of the top 5 retailers in the country with end-to-end solutions for their new construction, rollout, remodel, MAC and special technology projects.

At NET, we deliver real, cost-effective and scalable solutions for department, drug store, automotive and other retailers' network infrastructures.

From network design, asset management, site surveys, equipment installation, certification and personnel training to network monitoring and managed services, we work 24x7, 365 days a year to keep your technology equipment up and running while maximizing your systems' ROI.

BENEFITS

- Customer-centric, results-driven and quality-focused partner
- Consistent service levels from site to site
- Rapid response times from 4 hours to next-day support
- One-source provider – no need to manage multiple vendors with multiple contracts
- Reduce time to market with rapid, quality installation solutions
- Improved customer satisfaction with equipment uptime
- Technology lifetime extension due to world-class preventive maintenance and managed services
- Rigorous partner identification and qualification processes ensure the highest standards of customer satisfaction and quality workmanship
- Efficient and cost-effective business delivery model that matches the right technician or field engineer with the proper certifications and skill sets to the project
- Complete Help Desk, remote and onsite services available; or utilize NET to augment your existing service solutions

TURNKEY SOLUTIONS

From customer-facing to back-end technology systems, your equipment investments work to keep your customers satisfied, your employees productive and your retail locations operational and profitable. With full, lifecycle solutions and dedicated support, NET gives retailers complete peace of mind when it comes to their technology investments. From wired to wireless, NET works harder than any other vendor partner to keep your POS, kiosk, traffic counters, digital signage, loss prevention and back-office systems online when you need it.



NETPROSM STORE MANAGED SERVICES

NET offers a range of comprehensive, response-time service level agreements that fit your specific technology support needs, business goals and objectives. Small, mid- and large retail stores turn to NET time and time again as their one-source technology services partner to remediate issues in a consistent, timely and professional manner.

NETPro Store	Basic	Standard	Complete
NCSC Access	9x5	12x5	24x7
Remote Support	9x5	12x5	24x7
Onsite Support	Next Day	6-hour	4-hour
Web-Based Access	x	x	x
Customized Reporting	x	x	x
Site Survey*	x	x	x
Dedicated Customer Support Team			x
Preventive Maintenance	Optional	Optional	x
Asset Management	Optional	Optional	Optional
Next-Day Advanced Replacement	Optional	Optional	Optional
Multi-Year Coverage	Optional	Optional	Optional

*A one-time upfront cost is assessed for site survey services

Optional/Additional Features*

- After-hours remote support
- After-hours onsite emergency support

* After-hours features only apply to Basic and Standard packages

NET Professional Retail Services

Design & Engineering

NET offers network design, engineering and planning consultation services for large, complex networks. Our experienced BICSI-certified RCDDs will work with you to align your business objectives with your network strategy.

Project Management

From 1 site to 1,000 sites, NET provides industry-leading, advanced project management services to deliver your new construction, rollout, remodel or MAC project on time and on budget.

Vendor Management

With single point of contact, NET eliminates your need to contact and manage multiple vendors with multiple contracts for your network infrastructure needs.

Asset Management

NET provides complete asset management services from equipment procurement, staging and configuration, deployment, tracking and reporting as well as next-day parts replacement.

Remote Support

Our world-class National Customer Support Center (NCSC) operates 24x7, 365 days a year with complete dedication to customer satisfaction and a commitment to excellence.

Onsite Support

From single store installations to chain-wide rollouts, NET provides complete support services from technology deployments and integration, MACs, break/fix and ongoing support solutions.

Certification & Training

NET certifies the integrity of your technology's cabling to all current TIA/EIA and BICSI standards. We offer a number of training services from on-site, off-site, end-user and train-the-trainer solutions.

Structured Cabling

From CAT5e to CAT7 to fiber optic networks, NET offers end-to-end solutions for all infrastructure types from site surveys to installation, certification and ongoing maintenance support for your structured cabling systems.

