



GLOBAL CARE FLEX

New Hardware Service

Sales Guide : 2017

Simpler. Easier. Flexible.



Toshiba Global Commerce Solutions

A brief overview of Global Services



CLIENT SERVICES

**Availability,
Utilisation and ROI**

- Multi-Level Hardware Maintenance Plans
- Wall to Wall Toshiba & OEM Support Plans
- Expandable and Flexible Services



MANAGED SERVICES

Time to Value

- Rollout and Deployment
- Project MGMT Office
- Testing as a Service
- Video Analytics & Loss Prevention



PROFESSIONAL SERVICES

**Technology Enabled
& Changes Needed**

- Software Configurations and Enhancements
- Enterprise and Store Systems Integration
- Technical Support Services



CONSULTING SERVICES

Vision & Desired Outcome

- Strategic Advisement
- Business Consulting
- Operational Consulting
- Innovation & Futures



Global Care Flex

A single source for all the support your retail business needs.

Comprehensive solutions from a single source that provides optimal tools, services and retail expertise. Using exceptional technicians and innovative technologies, we provide reliable, cost-effective and flexible maintenance support for your multiple vendor environment. When day-to-day issues arise, we are well-equipped to handle them—swiftly and seamlessly, 24/7. Better yet, we work to resolve many problems before they have a chance to occur, minimising your downtime and increasing shopper satisfaction.

One source. Countless advantages.

Using exceptional technicians and customisable hardware maintenance services to make choosing the right plan fast and easy.

Support and optimise your investment for greater savings and effectiveness.

Secure your investments and gain peace of mind with Global Care Flex. We understand that your retail solutions are mission-critical. That's why we provide configurable maintenance plans designed around the way your business operates. These plans offer retailers the flexibility to choose the options that go hand-in-hand with their POS hardware solution. All you need to do is select a standard option for duration, type of service, response time and hours of coverage.

Multi-level maintenance plans to keep your business up and running.

Global Care Flex gives you the option of selecting a simple, pre-defined maintenance service that can be purchased along with the hardware or as your environment changes during the warranty or post-warranty period.

Global Care Flex

- 1 – 4 years (from end of standard warranty period)
- On-site repair support
- Same day or next day response times
- 9 or 24 hour coverage options

Customised Hardware Maintenance

If a pre-configured plan is not for you, we have you covered:

- Customizable coverage made to order
- Dedicated service management
- Variable hours of service, response times, and service methods
- Coverage for Toshiba and OEM products

Value Proposition for Business Partners and Customers

A better, more simplified system and service offerings configurations to enable selling into the channel or directly to retail...



Simpler

PACKAGED SERVICE OFFERINGS WITH BUSINESS NEEDS IN MIND.



Easier

ONE SYSTEM. ONE ORDER. ALL AT THE SAME TIME. TOTAL SOLUTION SELLING.

Business Partner CHANNEL

Hardware service offerings based on your customers' business environment.

One pricing model for both hardware & service. Easier to explain. Faster to close deals.

Hardware service can be sold at the time of hardware purchase, or post sale, aligned to your customers' requirements.

Why is registering your **Care Flex** important?

Registering your Global Care Flex provides us with vital information about the service level requirements for your hardware. This means that we can be better prepared to meet your business needs, by ensuring that we have enough Toshiba skilled specialists and the right parts available, to cover your hardware installed location. Rather than the administrative uncertainty at time of crisis, you can be certain that your support call to Toshiba is handled fast and efficiently.

How to Purchase a Toshiba Global Care Flex Product



Orders

Place your Global Care Flex orders directly with Toshiba or through a Toshiba Business Partner*. Your orders must come with an email address to ensure the following steps can be covered.

* Please note: Business Partner orders may only contain Global Care Flex for one end customer.



Confirm

The key contact, as specified in your orders, will receive a registration request via email. This will normally be sent the next business day after receiving your orders and includes registration instructions and a link to the registration website.



Register

Provide hardware model number, serial number and site location (full street address)



Complete

System validates and registers Toshiba Global Care Flex, a confirmation email is sent

What happens when you place a call for **Service Support**





TOSHIBA Warranty and Maintenance Options

(Global Care Flex)

Terms and Conditions

The following are the terms and conditions that apply to Toshiba Warranty and Maintenance Options for selected Toshiba hardware.

Service Delivery

All requests for service against Toshiba must be logged with the TOSHIBA CALL CENTRE on: **13TGCS** (138427 for Australian site support) or **0800 733 222** (for New Zealand site support).

Toshiba will perform problem determination remotely, over the phone. You are requested to work with Toshiba during problem determination and to perform those activities that Toshiba may request. The problem determination aim is to identify whether the problem resides with your Toshiba hardware or with other hardware or software.

If the problem can be resolved with a Customer Replaceable Unit ("CRU") (eg, monitors, keyboards, mice, speakers, memory, hard disk drives and other easily replaceable parts that you are capable of replacing), Toshiba may on your agreement ship these parts to you for your replacement.

If your problem cannot be resolved over the telephone, through your application of hardware Code or software updates, or with a CRU, Toshiba will engage the solution as specified by the option you have ordered. Please note Service Delivery may be delayed if you have not completed the service registration process.

Service Level Description

Toshiba On-site Repair (OSR)

Toshiba will repair the failing hardware at the customer's location and verify its functionality. The customer must provide a suitable working area, clean and well lit, to allow disassembly and reassemble of the hardware.

On Site Service is available with the following hours of service and response times. These will vary by type of product as indicated by the option (part number) you have ordered.

Hours of Service

9 (nine) hours a day, 5 (five) days a week (9x5)

Toshiba Services normal business hours are Monday to Friday, excluding public and national holiday, from 8.00am to 5.00pm Local Time in Australia and Local Time in New Zealand.

24 (twenty four) hours a day, 7 (seven) days a week (24x7)

Toshiba provides 24x7 service around the clock, every day of the year, including public and national holidays. 24x7 service is available within 100km from Toshiba Capital City Service Centres and selected Toshiba Regional Service Centres in Australia, and within 50 km in New Zealand (measured by road), as specified in Toshiba's on-site Service Locations for Warranty and Maintenance Options. Service is not available in all locations.

Response Times

Response times refer to the time a service technician arrives on-site, once Toshiba's Remote Technical Support Group has completed problem determination over the phone. Toshiba will use reasonable endeavours to be on-site within the target response time as specified by the option (part number) you have purchased. Please note that service will be delayed if correct hardware type and serial number are not provided when service calls are placed.

End of Next Business Day (NBD)

Toshiba provides NBD service during normal business hours (eg: Monday to Friday from 8:00am to 5:00pm) excluding public and national holidays. A service technician will be dispatched to arrive at your location within the Next Business Day from the time the problem determination is completed. In all other cases the date and time for on-site problem resolution will be mutually agreed upon. To receive NBD response a call must be logged with Toshiba by no later than 4.00pm local time.



Same Day (SD)

Toshiba provides SD service within 100km from Toshiba Capital City Service Centres and selected Toshiba Regional Service Centres in Australia, and within 50 km in New Zealand (measured by road). Toshiba's on-site response time objective is not available in all locations. The SD response time is an average target and not a committed service level, neither for response time nor for problem resolution time. To receive SD service, a call must be logged with Toshiba by no later than 4.00pm local time which is an eight hour on-site objective after call dispatch.



Toshiba On-site Service for Warranty and Maintenance Options

		Point of Sale	
Coverage Hours		Mon-Fri 8.00am-5.00pm	24 x 7
Response Time		NBD	SD
Toshiba Service Centres	Capital City (AU) Main Service Centre (NZ)	✓	✓
	Regional Centres (ANZ)	✓	✓
	Rural Centres (ANZ)	✓	✗
	Remote Centres	✓	✗



Important Privacy Information: If you would like to request access to or correction of your details or if you or your organisation would prefer not to receive further information on Toshiba products, please advise us on : 13TGCS (138427).

TOSHIBA GLOBAL COMMERCE SOLUTIONS (AUSTRALIA) PTY LTD

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