

# REPAIRS & MANAGED LOGISTICS

Your business can't afford downtime when equipment needs to be repaired or when manufacturer support has been discontinued.



## OUR SOLUTIONS

As the largest 3rd party service provider in the industry, TRG offers comprehensive managed services for the repair of a broad range of device types and brands. We know our customers cannot afford downtime and pride ourselves on being budget-minded, ensuring you maximize your IT equipment's investment and life.

### MANAGED LOGISTICS FOR IN-WARRANTY REPAIRS

For units that are in-warranty and TRG is an authorized repair facility, TRG will repair as the OEM. If the item is in-warranty and TRG is not authorized, TRG will manage the logistics to and from the OEM.

### OUT-OF-WARRANTY REPAIRS

With service centers across North America and Europe, TRG's support capabilities are unmatched. We offer repair programs tailored to meet each customer's unique requirements across a variety of brands, equipment types, lifecycle stage, etc.

## REPAIR OPTIONS



#### PLAN TYPE

Contract or time & materials



#### LOCATION

TRG depots or onsite at customer



#### TURNAROUND TIME

Starting at same day return shipment



#### COVERAGE LEVEL

Standard wear & tear or comprehensive



#### SPARES POOL

Available upon request



Monitor and manage repairs through our online asset management portal, ServiceHub®. Use this secure site to place repair orders view repair tickets and track progress and shipping in real-time.

# ABOUT US

TRG is a global managed solutions provider focused on enterprise mobility, point of sale and payments. With facilities across the United States, Canada and Europe, we provide the most comprehensive suite of lifecycle management services – from warehouse to boardroom and deployment to retirement.

**200+**  
TEAM MEMBERS  
AND GROWING

**5,000+**  
CUSTOMERS

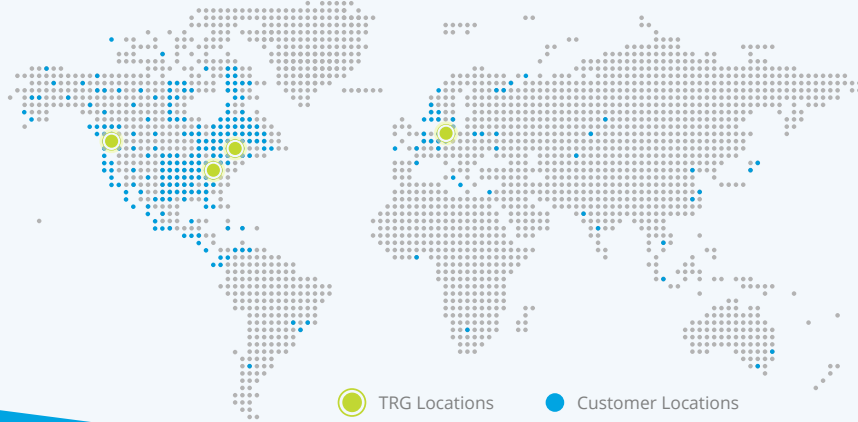
PROVEN TRACK RECORD

**10M+**  
DEVICES

UNDER MANAGEMENT

**50+**  
COUNTRIES

GLOBAL EXPERIENCE



### Westlake, Ohio (Cleveland)

Corporate Headquarters  
Enterprise Mobility Center  
Retail Deployment Center

### Ferndale, Washington (Seattle)

Sales Office and Service Center

### Scarborough, Ontario, Canada (Toronto)

Sales Office and Service Center

### Haarlem, The Netherlands (Amsterdam)

Sales Office and Service Center

# OUR SOLUTIONS



Evaluate & Plan

- Mobile maturity assessments (MMAs)
- Technology transformation
- Wireless site surveys & facility mapping
- PIN & key management security assessments



Procure

- New or refurbished
- Purchase outright or leverage TRG's Mobility as a Service program (MaaS)
- Permanent fleet or seasonal rental
- Software development



Deploy

- Staging, kitting & configuration
- Onsite installation & training
- Payment terminal key injection



Manage

- MDM / UEM support
- Repairs & managed logistics
- Spares pool management
- 24/7/365 help desk support
- Online asset management via ServiceHub®
- Onsite service & maintenance
- Technology lifecycle management (TLM)
- Security services



Retire & Dispose

- Equipment buyback
- Hard drive & tape destruction
- Asset disposal
- Payment terminal key destruction

# THE TRG DIFFERENCE



BREADTH

We maintain the most comprehensive suite of services in the industry, offering a one-stop-shop solution agnostic across vendor, lifecycle stage and service.



FLEXIBILITY

As a family-owned business, we're nimble and maintain complete control over our company – the solutions we provide, the flexibility we offer and our reinvestment in the business.



GLOBAL REACH

We own facilities across North America and Europe, maintaining the largest footprint in the market and offering one-stop-shop, global services.



SCALE

With more than 5,000 customers and 10M devices under management, we have the systems to scale our solutions and customer support in ways that our competitors cannot.



CULTURE

We're a customer-driven organization comprised of dedicated, creative and knowledgeable individuals.

