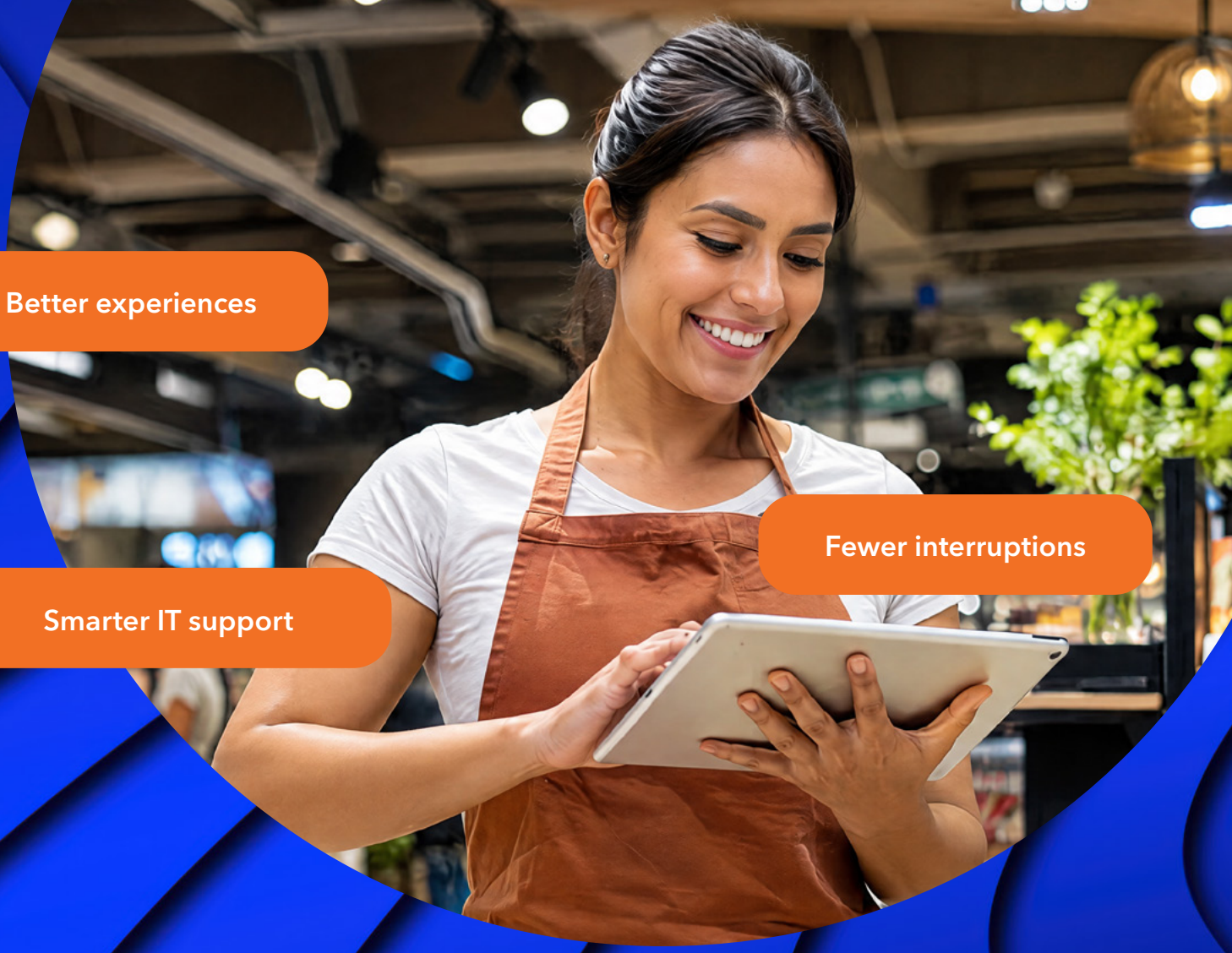


Better experiences

Fewer interruptions

Smarter IT support

YOUR STORES CAN'T AFFORD TO STAND STILL.

Smarter IT support. Fewer interruptions. Better retail experiences.

When a checkout goes down, a device stops working or an employee can't get help, the impact reaches beyond IT. Lines get longer, teams lose time and customers notice. Keeping every store running takes a support model built for the realities of retail.

POMEROY

Retail technology that works as hard as you do

Pomeroy helps retailers deploy, manage and support the technology behind everyday operations. From checkout systems and store networks to mobile devices and ongoing IT support, we help keep technology working across

- **Store technology deployment:** Coordinate installations, configurations, upgrades and refreshes across locations.
- **Checkout and point-of-sale support:** Help protect critical transaction experiences.
- **Network and infrastructure services:** Support the connectivity stores and applications depend on.
- **Device lifecycle management:** Simplify deployment, repair, replacement and refresh.
- **Managed IT and field support:** Get expertise where and when stores need it.

Meet SmartServices powered by BanzAI®

Less time chasing tickets. More time keeping retail moving. SmartServices brings intelligent automation and human expertise together to improve the way retail technology is supported.



SmartDesk

Get to the answer faster

AI-assisted guidance helps service desk teams diagnose, prioritize and resolve issues with less manual effort. Give associates faster answers and make better use of support resources.



SmartWorkplace

Make everyday work easier

Connected workflows simplify employee requests and access to support, reducing unnecessary steps and handoffs.



SmartField

Make every service visit count

Intelligent triage helps identify issues that can be handled remotely, and gives technicians better context when onsite help is required.

What better support means for your business

1. Fewer avoidable interruptions to store operations
2. Faster, more consistent support for employees
3. Less repetitive work and fewer unnecessary dispatches
4. More time for store teams to focus on customers

Let's talk about what's slowing your stores down.

Explore our retail capabilities and discover how SmartServices can support your priorities.

Start the Conversation

POMEROY