IT efficiency



Store productivity

THE INTELLIGENT WORKPLACE FOR TOPS FRIENDLY MARKETS

Reduce IT support costs, eliminate unnecessary work, and keep associates focused on customers.

From the service desk to the store floor, every minute matters. Pomeroy already supports Tops Friendly Markets. Discover how our AI-powered SmartServices can help resolve more issues, simplify employee support, and reduce unnecessary field service visits.

POMEROY

WHAT NEXT-GEN STORE OPERATIONS COULD LOOK LIKE WITH POMEROY

A connected approach to IT service delivery reduces disruption, simplifies operations, and drives better business outcomes.

The service desk resolves more issues with less effort

Routine tickets, repetitive tasks, and manual handoffs consume valuable IT resources.

Pomeroy **SmartDesk** combines generative and agentic AI with service desk workflows to guide agents, automate repetitive work, and accelerate issue resolution.

The economics of field service improve

Most field service runs on reflex. A ticket comes in, and a technician goes out.

Pomeroy **SmartField** changes that model by combining AI, automation, and real-time device intelligence to detect and diagnose issues, determine when onsite service is truly needed, and orchestrate the right response.

The workplace acts before employees have to ask

Ticket-driven processes and disconnected systems create unnecessary complexity.

Pomeroy **SmartWorkplace** connects IT, HR, Finance, and other business services through AI-powered workflows that automate requests, remove manual handoffs, and resolve up to 60% of issues autonomously.

THERE'S MORE WE CAN ACCOMPLISH TOGETHER.

up to **40%** increase in agent productivity

up to **60%** autonomous issue resolution

up to **40%** fewer onsite field visits

Great partnerships create opportunities to do more. Let's explore new ways to simplify IT operations, lower service costs, and improve performance across your stores.

Let's talk

POMEROY