



# tekmar solutions, inc

## IT management and maintenance for retail businesses

### *Helping you keep your business running and your customers happy*

Retail is at the heart of our economy. Your customers depend on you to provide them with products of all shapes and sizes.

But what happens when your POS system crashes?

You still have the product, but unless you're willing to go back to pencil and paper, you can't sell it. You have to shut your doors—at least for a while.

The question is: How many sales are your competitors making while your systems are down?

IT management isn't about having the brightest, shiniest tech in your business. It's about avoiding downtime, serving your customers, and keeping lost revenue to an absolute minimum.

### **How our team helps retail businesses thrive**

Whether you're an independent, niche retail operation or you have multiple stores in the region, our team has the expertise and experience to help you stay up and running. We do this by deploying tools and services, such as:

- ✓ IT security
- ✓ IT maintenance and management
- ✓ Email security
- ✓ Internal and external communications tech
- ✓ POS system implementation and maintenance
- ✓ Troubleshooting and incident response

## Leveling up in retail technology

Have you seen the tech available to retailers? Whether you're looking to streamline your inventory management or engage customers with the technologies they already use, our team is here to assist. Because we support operations across the region, we have the breadth of experience and exposure needed in a retail technology consulting team.

## Meeting customers expectations—avoiding downtime

Customers walk into your retail store with high expectations. They depend on you to provide them with fast, efficient service supported by technologies that get the job done. Any significant delays in service or transaction can result in losing a customer, losing revenue, and gaining a poor review online.

Our team works with you to help keep your systems secured, updated, and patched to avoid unplanned downtime that would negatively impact customer experience.



## Exceeding customer's expectations—communications

The way you communicate with your customers is a critical component of the customer care process. Using the right technology can streamline how you:

- ❖ Collect their email, social media profiles, or telephone numbers
- ❖ Send them the latest e-flyers and sale notifications
- ❖ Develop mass, personalized communications
- ❖ Automate ALL customer communications

We can help tailor and implement communications technologies that will help bring in customers, upsell them, and build lasting, win-win relationships. **Need more information?**

## Tekmar Solutions, Inc.

Technology with a purpose™

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