

# EVA IT Store Support



**CGI**

# Service & Support

Our EVA specialized Retail Service Desk and our global Field Services Team ensure the uptime of your local stores.



# CGI Global IT Store Support Services



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Stores

1,200

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Spare depots

39

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Field techs

375

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Devices

45,000

**The Netherlands**

- Local Client Engagement
- Store IT Ops. Management

**Philippines**

- Global retail support desk

# CGI Global IT Store Support Services



## 1<sup>st</sup> & 2<sup>nd</sup> Line Helpdesk support

### **Global Presence**

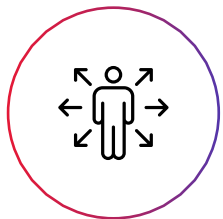
Delivery from India, Philippines, Portugal, Czech Republic, 24 x 7 x 365 support & Multilingual )

### **Hardware & software support**

(POS, BO, Commercial displays, people counters, alarm systems)

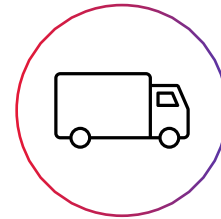
### **Network support**

(Router, Switch, AP, Servers, ISP - 4G)



## 3<sup>rd</sup> Line support

Client solution groups, Software suppliers, Payment providers, ISP's, Other 3<sup>rd</sup> parties, other 3rd line specialists



## Field services

### **Onsite break fix support**

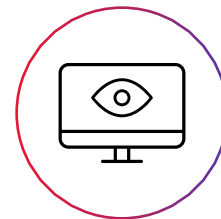
(4 – 8 – next day – 24 – 48 hours)

### **Changes**

(New store, relocation, refits, additional hardware. Including staging)

### **Migrations & Roll out projects**

Large multi location roll out projects

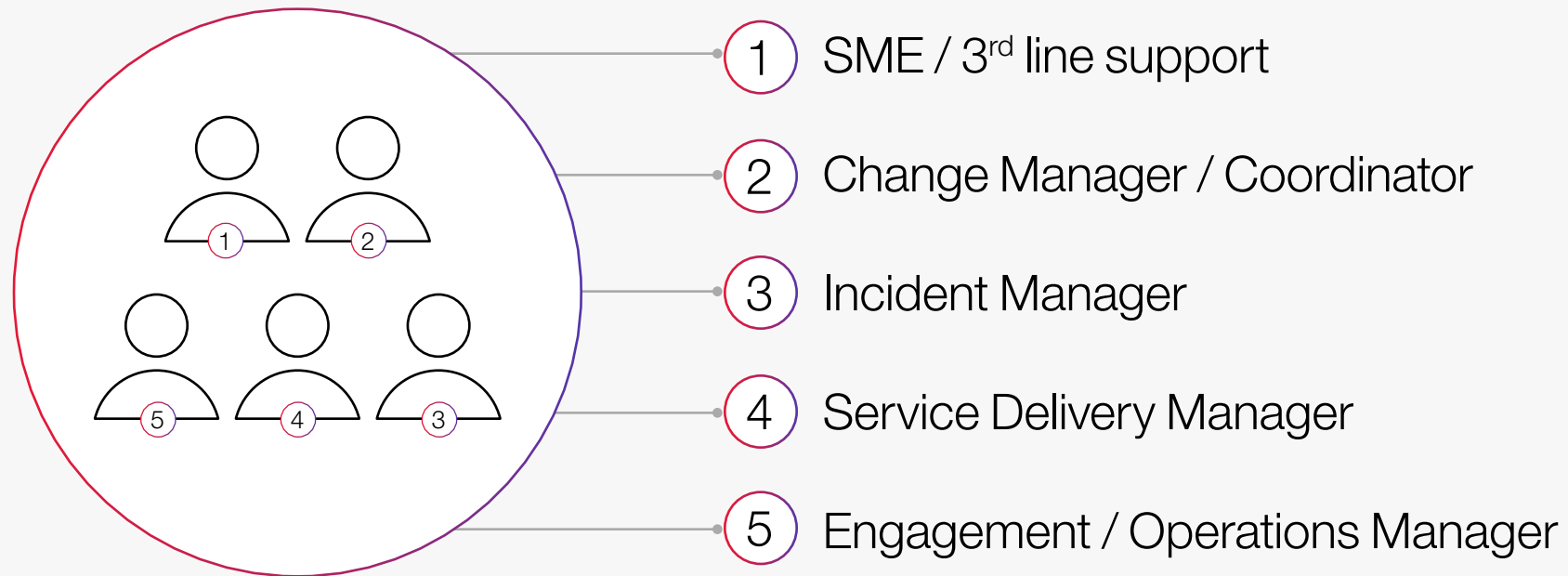


## Monitored components

Automatic alert, on all hardware with fixed IP, to helpdesk if one of the devices goes offline or shows inconsistencies in the connection (like POS Systems, PinPads, Router, Switches)

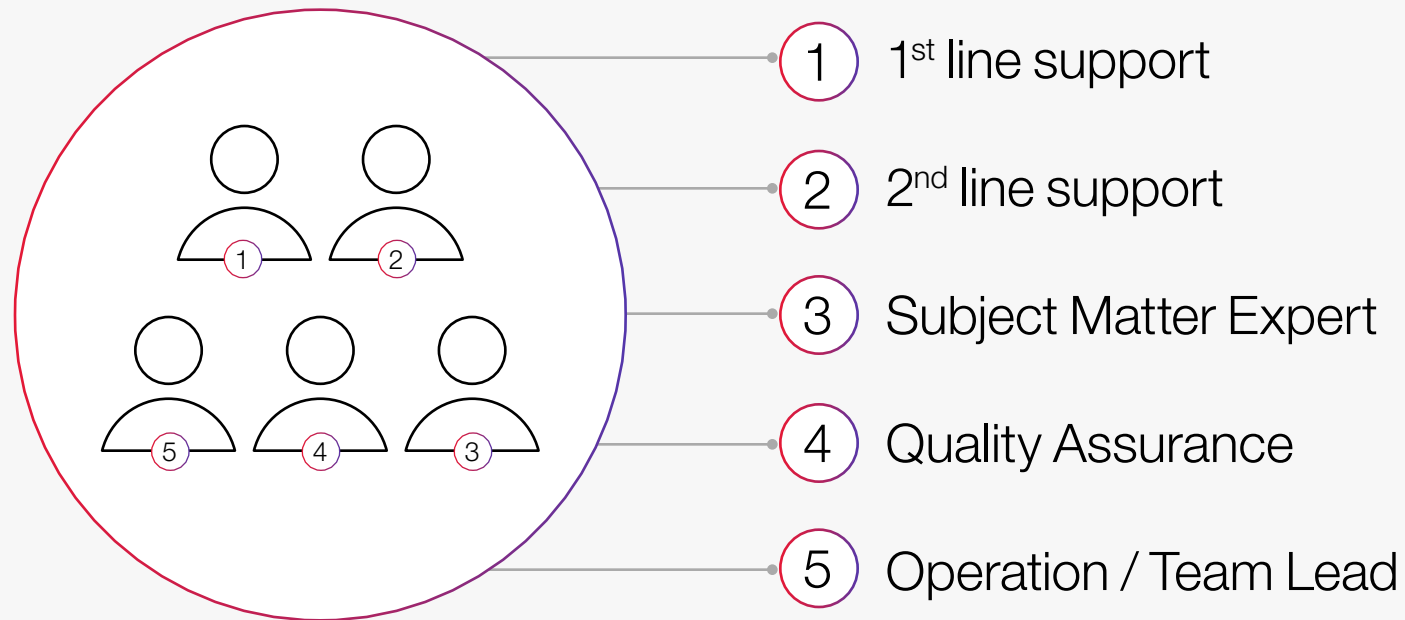
# CGI Global IT Store Support – Team

Local Client Engagement



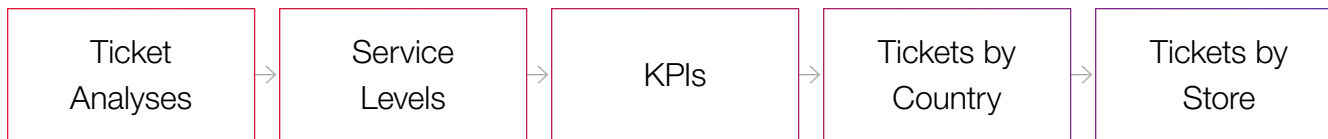
# CGI Global IT Store Support

Service Desk



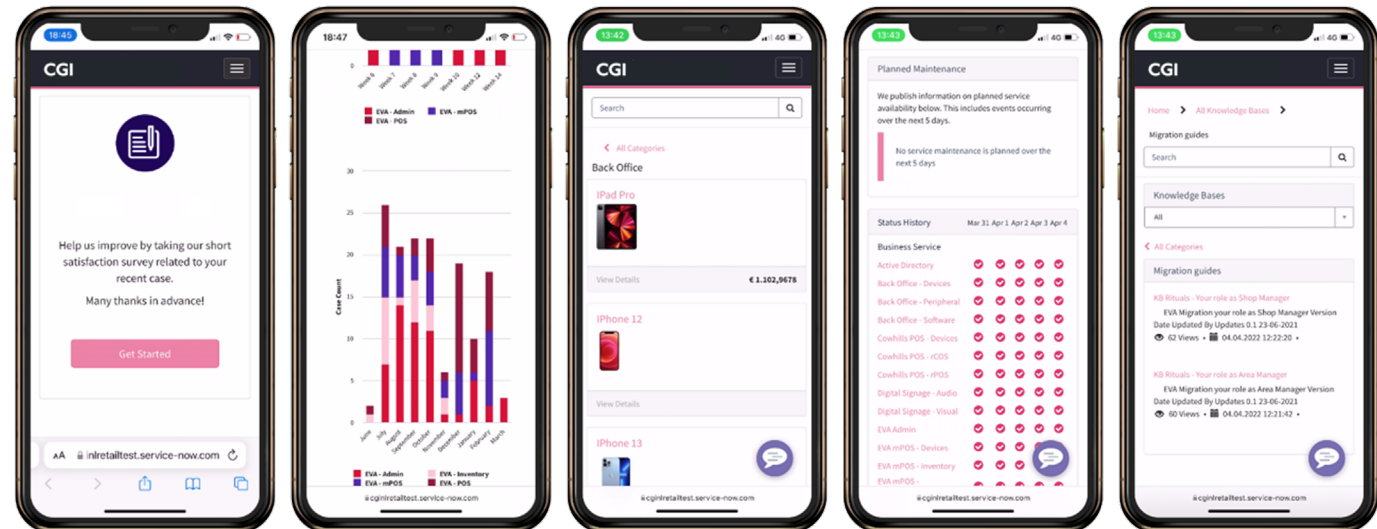
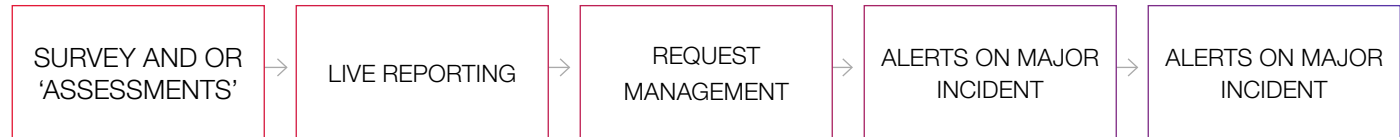
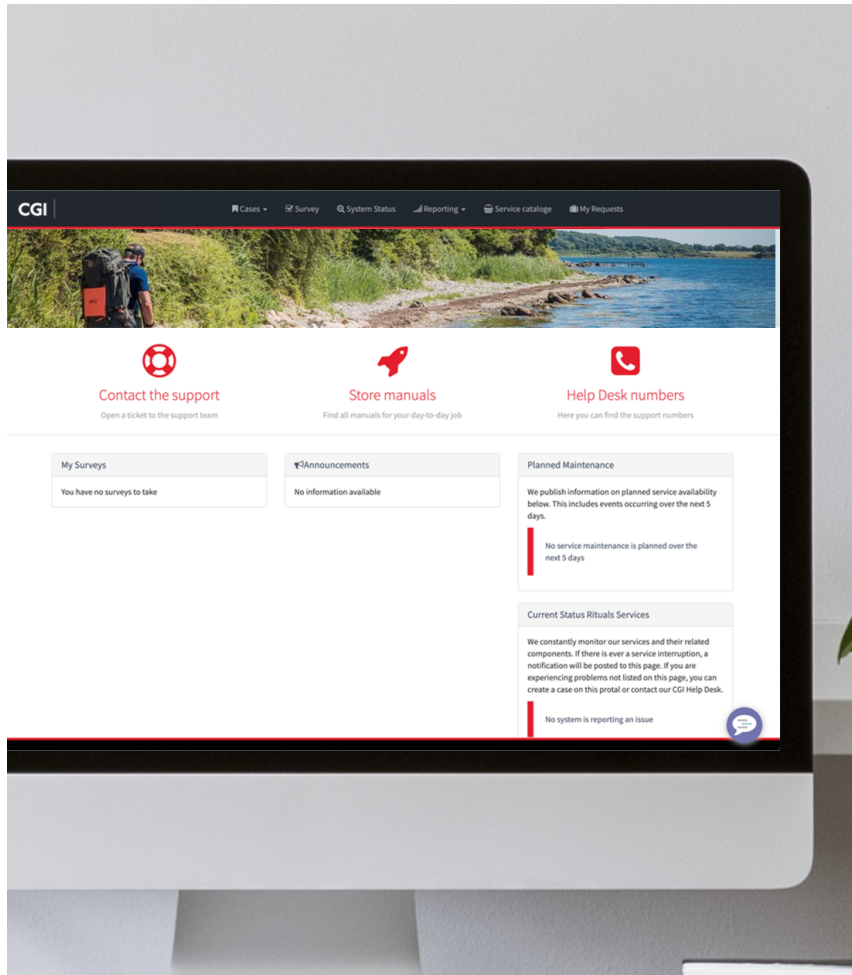
# CGI Global IT Store Support

## Reporting



# CGI Global IT Store Support

## Reporting





## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest independent IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 90,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

Learn more at [cgi.com/nl](https://cgi.com/nl)



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