



Delivering 25 years of
high-quality, cost-effective
technology support services
to the retail, hospitality and
leisure industries



www.vistasupport.com

"Anyone at Vista that touches our IT services has contributed to the success of our business today and deserves a huge thank you."

– Retail Services Manager, Leading UK Supermarket Chain

Our Customers



Whenever you need us, we're there.



James Pepper
CEO

Vista Retail Support has evolved to become one of the UK's largest, independent in-store technology services provider. Specialising in changing, high-pressure and dynamic business environments, we have grown our services over 25 years to provide leading managed services for business critical technologies, within any trading environment.

Our mission is simple. To become the partner of choice for technology support services within any physical trading environment and to deliver on our commitments to our customers.

Today, our team of more than 200 skilled and experienced professionals provide diverse technology support solutions to over 120 leading brands in 31 countries, 365 days a year.

Whenever and wherever required, we work alongside our customers to explore their business strategy, identify and improve business performance through the use of technology, helping them to achieve their transformation objectives and bring their vision for IT to life.

Lloyds Pharmacy

"We are very pleased with the way in which Vista have managed our projects. They have the scale, flexibility and experience to manage large scale technology changes within our business, they really are a true partner. Vista have been highly flexible and maintained professionalism throughout this project by working with Celesio to manage additional project requirements and project accelerations".

– CIO, McKesson

Our Core Services



Helpdesk



Managed Services



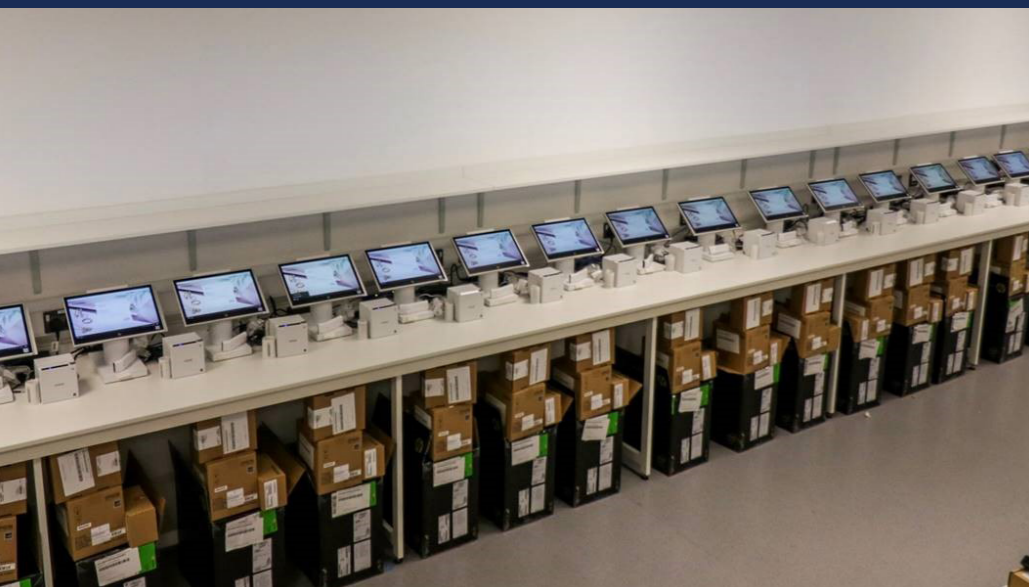
Project Services



IT, EPOS and Technology Support & Maintenance



Technology Consultancy & Procurement



Through years of expertise, we support some of the UK's largest retail, healthcare, hospitality and entertainment brands by offering a responsive service partnership, with flexible commercial models that are adaptable to the needs of each customer.

At Vista, we believe that trust is eroded if surprises (and charges!) are hidden until delivery or post contract.

Vista in Numbers

+160k

technical incidents resolved on average per year

+10 years

average length of service for our engineers

29

Forward Stock Locations (FSLs)

+120

customers supported

8 years

average length of customer tenure

Technology support across

31 countries

Clarks

"I would like to thank Vista's project managers who were involved in Clarks' ORAC/IMAC activity. Dealing with an unprecedented level of requests alongside the PED rollout was simply fantastic."

– Product Manager

Our Core Services



Helpdesk

A reliable, experienced and responsive support team when you need them.

We understand the pressures faced by businesses and the importance of up-time for business-critical technology. That's why we make it easy for you to access technical assistance when you need it most.

We've designed our expert helpdesk to seamlessly manage all IT related incidents and problems to fast resolution, in a high-quality, cost-effective manner.

Working closely together, our in-house helpdesk team has the ability to resolve first, second and third-line incidents at first point of contact, and also manages third-party suppliers and resolver groups on behalf of our customers.

We take full ownership for all technology incidents logged with us.

Managing thousands of incidents a month, our team of dedicated analysts work continuously to expedite resolution in a timely manner, in order to minimise any trading downtime. Service levels

are constantly managed to exact standards so you can be sure that your issue is being dealt with as efficiently as possible, and with minimal disruption to trade.

As part of Vista's continued dedication to best practice, we are proud to operate an ITIL certified helpdesk that is also ISO 20000 compliant. We do this because process improvement is at the heart of our business, which in turn promotes a culture of continuous improvement.

Supported by ongoing training and development, our analysts have years of experience in undertaking remote problem diagnosis and support a substantial range of technologies and software applications.

For all our customers, we ensure that your call will always be assigned to an attentive, empathetic and knowledgeable member of the team, who will always aim to resolve your issue themselves or manage the correct resolver group through to incident resolution.



What our customers gain from our helpdesk

- A single point of contact for all technology related issues
- 7-day extended hours operation
- Centralisation of all incident management activities
- Eradication of communication gaps between multiple suppliers
- Root cause and trend analysis using data analytics and BI to drive incident reduction



Support & Maintenance

Whatever technology you use, we'll keep it running.

At Vista, we provide hardware support and maintenance every hour of every day to the retail, hospitality and leisure industries.

We have a vested interest in all technologies that are used in all types of trading outlets, including stores, restaurants, hotels, coffee shops, gyms, leisure centres, theme parks and more. Whether

tried and tested or cutting-edge technology, Vista has a service stock holding of over 5,000 different products, therefore you can guarantee that Vista will have unrivalled experience in supporting your technology.

Our support and maintenance capabilities cover a broad range of products, including:

To ensure we deliver consistent and high quality services, all of our UK field service engineers are employed by Vista and are both highly trained and intimately familiar with the technologies they maintain.

Our maintenance services are designed to expedite incident resolution in a way that is flexible to you, which is why we can provide 4 hour to next day fixes. What's more, we provide our engineers with an advanced logistics and back-up system

that ensures the right part and the right engineer arrives on site at the same time.

Right at the heart of our support services is our Repair Centre team, located at our Cardiff headquarters. The team has a breadth of technical and IT hardware knowledge that is rare in any sector. Our Repair Centre is able to repair 97% of defective products they receive, even including the repair of products that the manufacturers can no longer support.



EPOS



Networking equipment



Payment devices



Digital signage and screens



Servers & back office



Printers



Laptops and tablets



Mobile solutions



RFiD



Handheld terminals



Self-service checkouts



Digital kiosks



Scales



Biometric clocking systems



WiFi access points & routers



CCTV



Queue busting technology



New store opening for Central England Co-Op



Vista's bespoke staging lab



"Thank you to the team and all involved at Vista for your support and execution on our recent store migration project. It is fair to say the conditions were less than ideal, with incredibly short timescales and a high level of uncertainty in some key areas, even very late on in the day. Despite this you have delivered a quality service, getting the job done with the flexibility and focus on the customer that was needed. The successful delivery of challenging projects such as this reinforces our view that Vista is the right choice of technology partner, one that aligns with our needs and can continue to support us as we grow and evolve."

– Head of Retail IT



Project Services

Delivering project excellence globally.

Vista's experience in rolling out major IT projects in the retail, hospitality and leisure sectors is unrivalled. We have the capacity, credibility and experience to deliver on nearly any IT project, including:

- **Hangaring and staging services**
- **IMACD projects**
- **Imaging, build and bench testing**
- **Gold build application services**
- **Electrical data cabling**
- **Networking LAN & WLAN installation**

Whether you are wanting to open a single pop-up shop, or you are planning a major technology transformation, our projects are delivered by utilising a tried and tested methodology, providing you with full visibility throughout the project lifecycle to ensure a successful result.

We work closely with you at all stages of the project to achieve your required solution, and Vista takes full responsibility for the execution of your project and bringing your technology vision to life.

From concept to reality, every project undertaken by Vista is fully resourced and delivered on time, to the exact specification required and within budget. We understand that disruption to business is to be kept to a minimum, which is why

we often work out of hours so that when your doors open, you can be certain everything works perfectly.

Effective delivery in project services relies on exceptional personnel. That's why Vista has its own dedicated, PRINCE2 qualified project services team, meaning you can be confident you are working with the best in the industry as proven in our first-class service metrics.

We also have special accreditation and dedicated facilities for the storage and handling of certain sensitive technologies such as hand-held pin-entry devices. Vista is proud to have been recognised globally as the first service provider to deliver a point-to-point encryption (P2PE) compliant service to its customers, to ensure ongoing compliance with PCI payment security standards.



Managed Services

Cost-effective IT Managed Services.

Vista's suite of managed services is designed to meet the technology support needs of modern-day businesses. In addition to our core services, our comprehensive managed IT services cover a range of business critical support requirements.

Our single vendor solution is proven to remove the complexity of managing several IT services partners, systems integrators and hardware or consumable vendors. Not only this, but our managed services solution means you can reduce the volume of technology-based incidents, improve availability and ultimately save your company money.



FRASER HART

"Vista has transformed our ability to react to our business. Our IT Team are now able to explore our results to any level of detail, finding what has driven incidents and mitigating them efficiently, whether they were expected or not. We've found it liberating to be freed from the daily traditional tasks to concentrate our resources on moving the business forward."

– CIO



The Vista Helpdesk

Vista's in-house helpdesk team provides first, second and third-line support to customers and unlike traditional helpdesks, all our analysts are highly technical; with many of them ex-field or IT engineers. They not only have exceptional technical expertise, but they also have an acute understanding of the business environments, pressures and challenges faced by our customers.

These unique characteristics of our helpdesk are the reasons that our helpdesk colleagues can resolve incidents remotely within industry leading SLA timeframes. If the team is unable to resolve the issue remotely, they can expedite the incident to our highly skilled field service team, who will attend to the customer site with a replacement part to resolve the issue. Alternatively, if the customer has appointed third party service providers, we can also manage any incidents escalated to them within agreed timeframes.

Having one IT managed service provider that not only has ownership for all IT incidents but has the people, skills and experience to resolve the vast majority of these incidents in-house, means you will be without the delay and additional cost of involving third party resolvers or outsourced field service engineering teams.

We also offer our customers the ability to resolve issues themselves by using our internal Level Zero applications, where your colleagues can access our extensive knowledge base to resolve most types of common faults.

Whether you want to extend only a part of your helpdesk services onto a partner you can trust, or you'd like an end-to-end technical services solution, we can help.



Mobile Device Management

In today's world, mobile devices are at the core of most business processes. As well as incident management, our technical services team provides a range of mobile device management solutions to ensure your mobile devices are always monitored, providing both patch deployments and security updates to ensure your devices are kept secure and mobile.



Hardware and Consumables Storage and Fulfilment

From hardware to components, consumables and even uniforms, we manage a comprehensive inventory of customer-owned stock assets, so that they never run short of what they need.

We procure, store and ship consumables on behalf of our customers, providing data insights about usage and spend, and eliminate the duplication of orders so they can avoid any unnecessary spend.

To supplement this, we also take care of the legacy hardware for our customers. As IT infrastructures are continually upgraded, inevitably older equipment must be removed from sites and managed. With data becoming more crucial to protect and as we strive for environmental sustainability, our answer is to responsibly recycle any surplus hardware and safeguard data through secure data erasure. Vista's EPOS Exchange unit offers secure data erasure with all hardware managed to ISO 27001 standards for safety and security.



Managed Print Services

Printing services are often an unknown cost for businesses. Whilst some elements are easy to calculate, the overall costs often spread into different department budgets, resulting in costs that aren't always easy to identify or manage.

Our managed print services are designed around our customers' needs to give you full visibility and control over your back-office print management and procurement. Managed print ensures that our customers dictate what is being printed across the store estate, whilst saving substantial cost and maximising security at the same time.

Technology Consultancy & Procurement

Expert opinion and professional procurement.

The technologies used within retail and business environments is constantly evolving. Whether it's required due to a change in business needs, for additional functionality or to comply with legislation, selecting the right technology is key to the success of any business.

We draw upon our extensive experience, data and knowledge base here at Vista, to help our customers identify the right technology for their business strategy.

We can leverage our long-standing relationships with some of the world's largest manufacturers to source and procure new technology for you, ensuring that they produce the right specification of technology, at the right price and with the right payment terms.

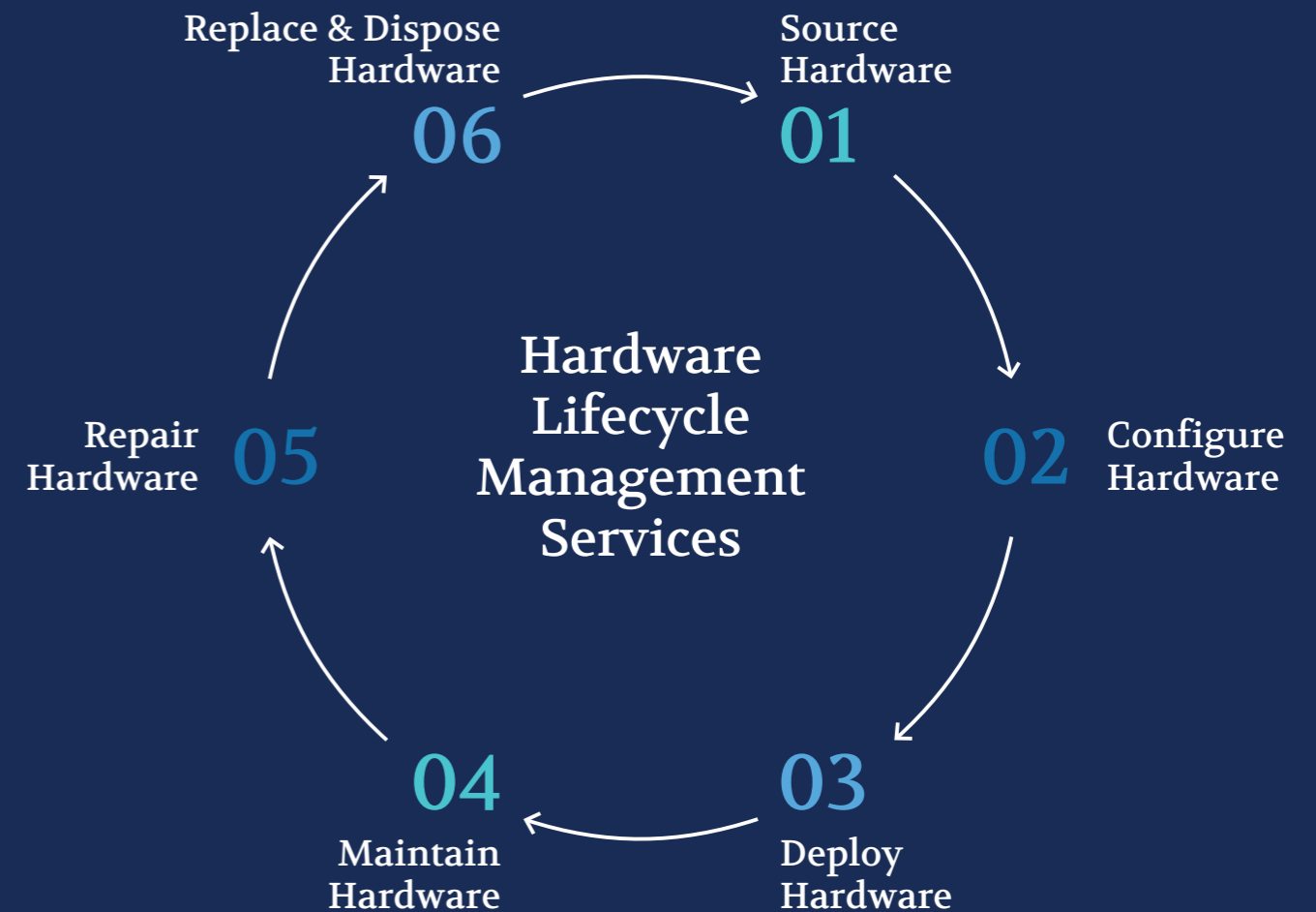
Although we can deliver the complete Hardware Lifecycle Service

for most of our customers, several contract with us for specific services within the Lifecycle.

With our flexible engagement model, customers can determine where best to enter the cycle based on their needs and what services they require.

We are truly hardware agnostic, so you can be sure that the advice we provide is based on the findings of our extensive research, testing and analysis, and not due to manufacturer incentives.

We are proud to say that our consultancy services have been successful in identifying weaknesses in proposed solutions, reducing costs through clarification of exact requirements and specifications and negotiating improved terms and warranties for our customers.

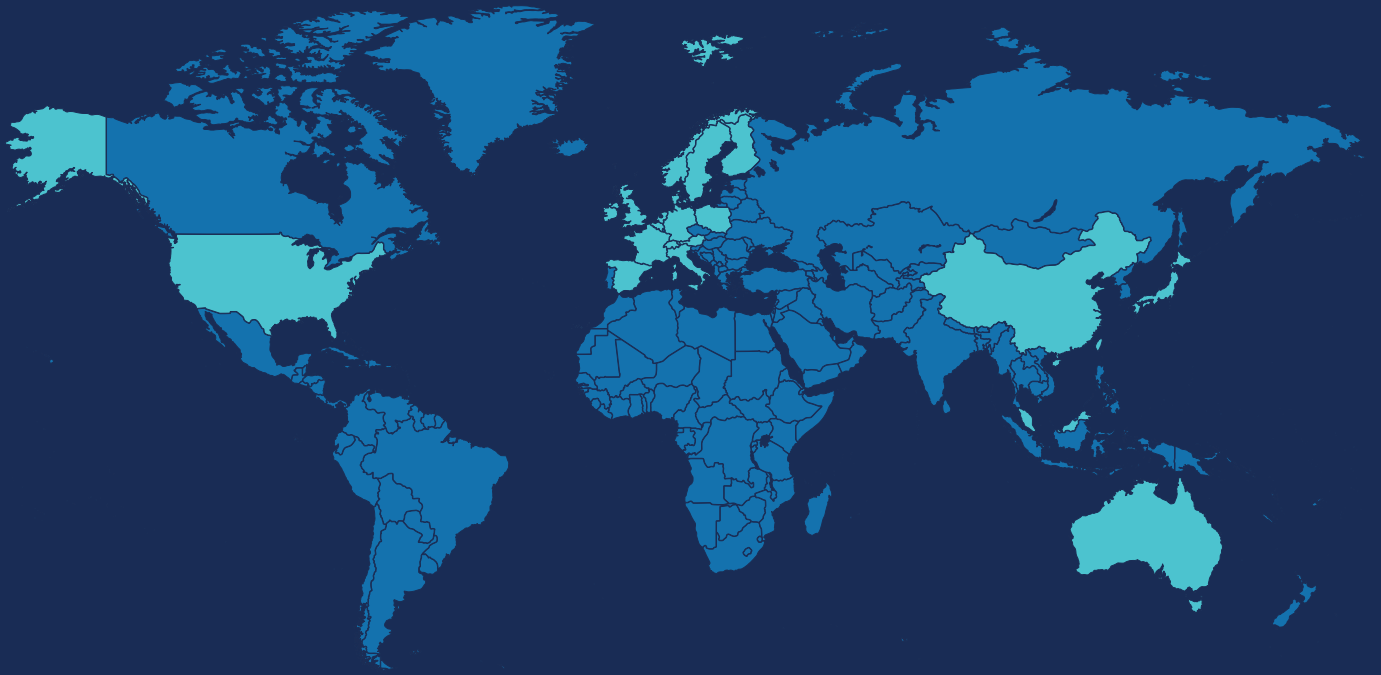


"In my experience, it's not often you get a thank you relating to a technology project. The team, in particular, deserve a massive thanks on the roll-out of the Chrome tablets across the DFS estate. The project has gone really well and we wanted to make sure you registered our appreciation. We have a small team here, but it's great to find a team that can help us deliver. This is the second time we have used Vista and we have been really pleased."

– Group Technology Director

Vista's international customer footprint

- Australia
- Austria
- Belgium
- China
- Denmark
- Finland
- France
- Germany
- Hong Kong
- Ireland
- Italy
- Japan
- Malaysia
- Netherlands
- Norway
- Poland
- Singapore
- Spain
- Sweden
- Switzerland
- Taiwan
- UK
- USA



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Accreditations

- P2PE
- ISO 27001
- ISO 20000
- Investors in People
- Safe Contractor