



DecisionOne Positioned to Help Retail Focused Companies Compete

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DecisionOne Corporation, the leader in Workplace IT Managed Services and Full Cycle Asset Management, today announced that it is uniquely positioned to help Retail Industry customers compete.

Retail Industry companies face stiff competition with Amazon and one another as well as challenges and dramatic change in the industry these past few years, according to a recent report by IHL Group, a global research and advisory firm specializing in technologies for retail and hospitality industries. While online channels are growing, it is fulfillment at the store level that is seeing the greatest growth. The IHL Group report states that 85% of all retail today (both online and offline) is fulfilled at the store level.

“DecisionOne IT support solutions for workplace, back-office, point-of-sale (POS), multi-device and asset management can provide significant improvements in efficiency that allow Retailers to better compete”, stated Dan DellaVentura, EVP at DecisionOne.

Consumers that say they shop at stores over online state the following reasons for their choice, a) they need it now, b) they want to touch and feel the product, c) they want to avoid a delivery charge, d) they want to support local business, and e) convenience. The IHL group study further stated that Retailers must be prepared to meet these customer needs on the first visit and have a positive experience, or the consumer will go elsewhere in the future.

“Our asset management solution, multi-device support and advanced IT services can offer key differentiators and cost savings to the Retailer and help them meet customer demands for both online and brick and mortar scenarios”, DellaVentura further stated.

DecisionOne is the largest independent provider of IT Infrastructure services and offers a wide range of services that apply to Retail companies ranging from small businesses to the largest enterprise giants. As consumers needs and competitive pressures challenge Retail Industry companies, DecisionOne is uniquely positioned to help Retail focused companies compete. Find additional case studies and information resources at www.decisionone.com or by calling toll free 800-767-2876.

About DecisionOne

DecisionOne Corporation is the largest global independent technology support organization in the third party support and managed services markets. For more than 60 years, DecisionOne has delivered comprehensive IT solutions to some of the most complex enterprises in the world—including retail, healthcare, transportation, financial services, and government. DecisionOne maintains the largest W-2 field workforce of all TPMs and ISOs that provide support and professional services, including Managed Services for the data center and workplace, as well as outsourced remote monitoring solutions, dedicated help/support desks, full cycle asset management, forward/reverse logistics and supply chain management services. For more information, visit us on the web at: www.DecisionOne.com, on LinkedIn at www.linkedin.com/company/decisionone/, and on twitter @DecisionOne, or by calling 800-767-2876.

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