



## TRG Overview

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**TRG**  
The Difference is Us

# Who We Are



**1<sup>ST</sup>**  
COMPLETE  
MOBILE  
MANAGED  
SERVICES  
LIFECYCLE  
PROVIDER

HEADQUARTERED IN  
WESTLAKE, OH



**30%**  
GROWTH RATE  
YEAR OVER YEAR

DOING BUSINESS IN

**55**  
COUNTRIES

WITH SERVICE  
CENTERS IN

· WESTLAKE  
· CINCINNATI  
· SEATTLE  
· TORONTO  
· NETHERLANDS

**5,000**  
CUSTOMERS

**32** NET NEW  
CUSTOMERS PER MONTH

FROM THE **WAREHOUSE** ➡ **REGISTER**  
FROM **DEPLOYMENT** ➡ **RETIREMENT**





# Core Offerings

## OPERATIONS & LOGISTICS

- Barcode Scanners
- Mobile & Tablet Computers
- Media – Labels/Ribbons
- Printers
- 2 Way Radios
- Samsung/Apple
- Software
- Peripherals & Accessories



## PAYMENT SOLUTIONS

- Payment Terminals with Key Injection
- Printers
- Cash Drawers
- Barcode Scanners
- Stands, Power Supplies and Cables
- Software
- Peripherals & Accessories



# What We Can do for Maves customers..

TRG provides the most comprehensive suite of services in the mobile computing, barcode printing and payment technology industries



# Deep Expertise in AIDC & Payment Processing Solutions

- Proven track record
  - Over 5,000 customers of all sizes and industries
  - All major manufacturers
- Provides unparalleled knowledge of best practices across a wide range of products and processes
  - Evaluate legacy equipment and existing processes
  - Provide impartial, manufacturer / solution-agnostic advice on improvements to maximize ROI



MANUFACTURING



Distribution/3PL



LOGISTICS &  
TRANSPORT



RETAIL



HEALTHCARE



FIELD SERVICE

# Service Offerings

TRG offers customized repair programs to meet each customer's unique requirements



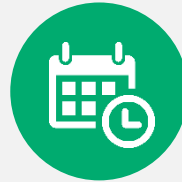
## Plan Type

Contract, flat rate or  
"time & materials"



## Location

TRG depot or  
on-site at customer



## Turnaround Time

Anywhere from  
overnight/next day to  
7-10 business days



## Coverage Level

Standard wear & tear  
or comprehensive



## Spares Pool

Available upon  
request

- Repairs managed through TRG's proprietary **SERVICE HUB** online portal
  - Easy repair order entry
  - Real-time progress tracking
- Unmatched support from the largest independent service provider in the AIDC industry
  - 7,500 square foot technical laboratory in Westlake, Ohio with over 65 highly skilled technicians
  - More Repair facilities across North America and Europe

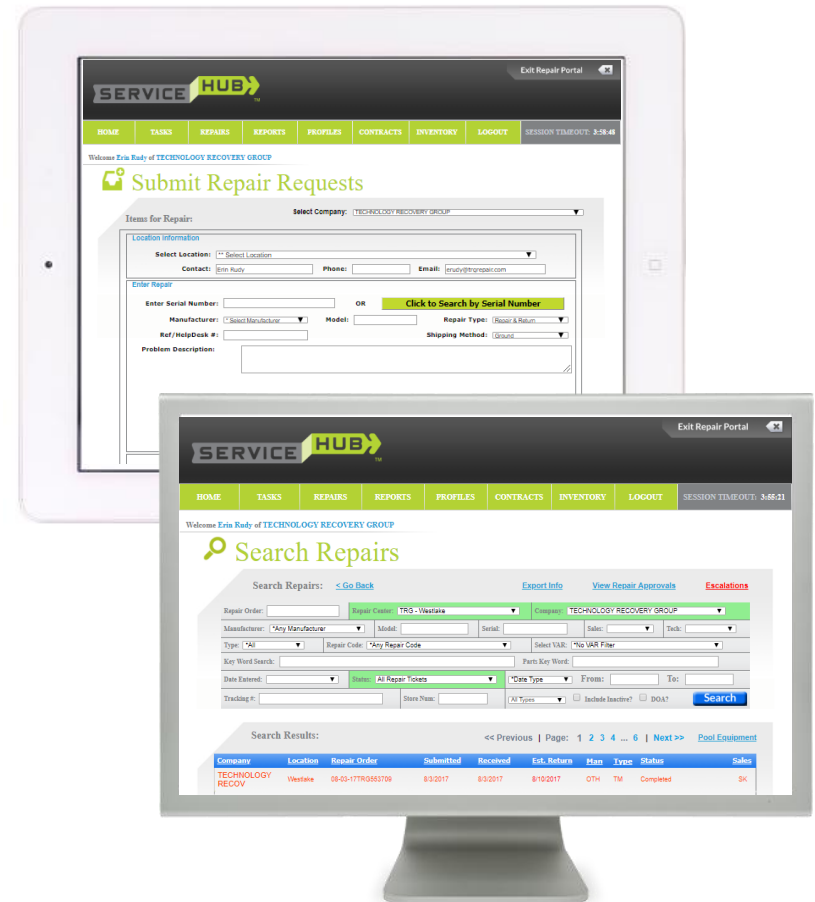


# TRG Online Portal



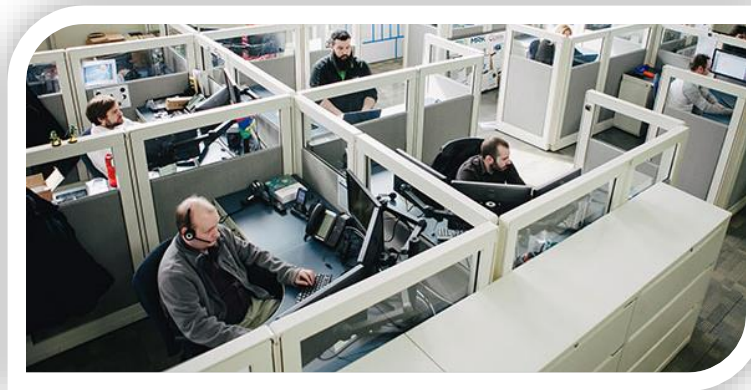
## Integrates:

- Mobile Managed Services
- Repairs
- Inventory / Asset Management
- Spares Pool Management
- Deployments
- Custom Reporting
- End-User Help Desk Software



# Help Desk Support Services

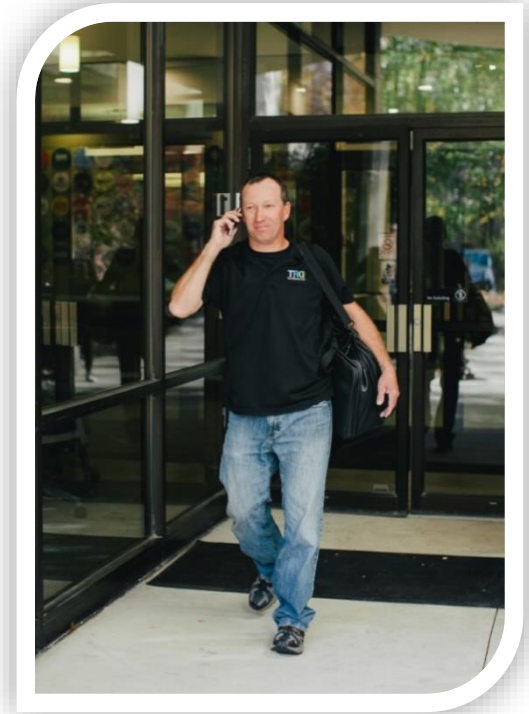
- 24x7 Dedicated Support Line
- Dedicated Help Desk technicians
- Call reporting and SLA reporting
- Internal escalation process
- Providing no fault found solutions for all device issues non-hardware related
  - Eliminates the unnecessary shipping of devices out for repair





# Onsite Services

- Site Surveys/Facility Mapping
- Installation/Configuration and Verification
- Device User Training
- Onsite Printer and Scanner Repair
- Physical Asset Verification



# TRG Wireless

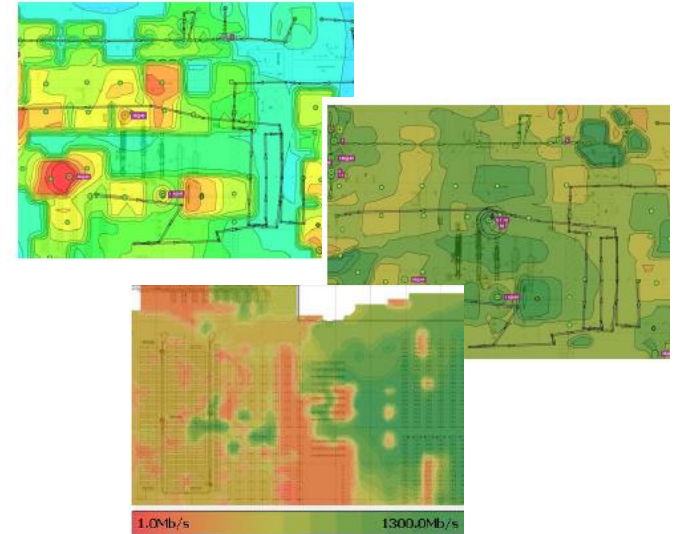
## Wireless Network Challenges

- Access points (“APs”) configured, deployed and forgotten
- Systems installed incorrectly from the beginning without proper evaluation



## Site Surveys

- Recommended AP locations and settings
- RF signal coverage heat map
- Spectrum analysis of potential interference
- Bill of materials installation, including access point antennae, power injectors, cable and grounding



- ✓ Stronger, faster and consistent internet performance for all end users
- ✓ Increased reliability and expanded wireless networks with less outages
- ✓ Reduction of downtime
- ✓ Increased network security



# Specialized Solutions

## Lockers/Robots/Voice

- Lockers
- Robots
- Voice picking



# Our Partners

## Mobile Computers & Barcode Scanners



## Printers



## POS & Payments



## Software & Accessories





# Our Customers

JCPenney



Lbrands

HI-LEX



DSW®



KOHL'S

STAPLES®

GENERAL DYNAMICS



JO-ANN  
fabric and craft stores®



TRG  
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# Why TRG?



## **Single Source**

For all equipment types, lifecycle stages, etc.



## **Agnostic**

Across manufacturer, solution, etc.



## **Flexible**

Tailored solutions to meet each customer's unique requirements



## **Experienced**

Proven track record with over 5,000 customers and all major manufacturers provides unparalleled knowledge of products, processes and best practices



## **Customer Commitment**

Culture centered on going the extra mile to ensure we exceed customer needs



- ✓ Increase productivity
- ✓ Extend equipment life
- ✓ Maximize ROI



