

Our services supporting your business



BOXTEC

[Managed services guide](#)

What’s in
the box?

Behind the service 02

What people say..... 03

Implementation services..... 04

Technology staging & configuration..... 05

Case Study:
Delivering for our enterprise clients 06

Procurement & supply chain management ... 08

Project management 09

Case Study:
How we power our partners 10

Maintenance & support services 12

Warehouse & logistics 13

Box
Clever

The philosophy that underpins our Managed Services at Box Technologies is based on 4 principle factors:

01

Understanding exactly what the requirement is, and identify where Box can provide value, experience and tangible benefits

02

Compliment the customer's capabilities and knowledge with our own expertise and competency

03

Combine an agile approach to service design with a meticulous approach to service delivery

04

Consistently deliver every aspect of the service to an exceptional standard



This philosophy can only be realised by a team of people who have been fully immersed in delivering outstanding service solutions across a multitude of customer facing environments for many years. Our team is committed to taking on any service challenge presented to us, but only if we are confident that we can maintain our standards of quality and integrity while meeting the aspirations of our clients.

As part of the Flytech group, Box Technologies is able to carry the commitment to quality, innovation and excellence from the production line seamlessly through to the full range of supplementary services. This ensures the customer enjoys a totally unified experience from start to finish.

Box Operations Director:
Conor Begley

Don't listen
to us...

Of course we are going to say that our products are the best and we'll list the benefits. We think you'll be more impressed when you see who else chose Box Technologies and what they had to say. Impressive, huh?

COSTA

★ PRET A MANGER ★



LLOYDS BANK

Poundland®



REISS
LONDON




MARSTON'S



LADBROKES CORAL
GROUP



"We gave Box a challenge and they provided us with the ideal solution. Working with them through the whole process has been seamless."

Peter Harvey
Programme Manager
Costa Coffee



Your project is in safe hands...

Installation engineers	A dedicated team of specialist installation engineers all SafeContractor accredited.
Technology experience	EPOS, back office workstation, self-service kiosk, self-checkout, mobile technology, digital signage/AV, payment devices, touch computers, LED video displays & kitchen management solutions.
Site management	From initial site survey to post installation handover.
Legacy hardware removal	Reverse logistics, certified D-Ban and WEE disposal, recycling options.
Infrastructure & cabling	Fully tested and certified network and structured cabling services, as well as Wifi survey and AP/Switch installations.
Environments	Retail, hospitality, leisure, banking, industrial, airside.
Geographies covered	UK, Ireland, Mainland Europe.
Compliance	P2PE, PCI, SafeContractor, airside.
Methodology	Prince 2 underpinned by 30 years service experience and maintaining highest standards of excellence from start to finish.

Technology staging & configuration

We touch the technology for you...

- Designated customer staging centre based at Box HQ
- BSI accredited quality control systems
- Same day configuration and NBD delivery available
- Secure management of client Gold Image's
- Direct customer VPN line access options available
- Bespoke configuration, staging and testing script tailored to each customer's unique requirement
- Gold image deployment
- Peripheral, product assembly and pre deployment testing
- Complete virtual site build and testing facilities
- 3rd party product integration
- Microsoft, Android & Linux software loads



Case study: Delivering for our enterprise clients



LADBROKES CORAL
GROUP

Client: Ladbrokes Coral Group

Project: Omnia (Retail POS refresh)

Why:
To modernise and
streamline the
betting shop for
the future



Solutions provided for the project



Professional services

- Gold image creation
- Deployment tool process definition via SCCM



Managed services

- Implementation services
- Technology staging and configuration



Solution/product tailoring

- K758 POS Connectivity modification to meet LCG future proofing requirements



Hardware selection

- BOX K758 AIO 18.5" i5 Touchscreen POS – Core retail till system
- Star TSP100 receipt printer – Till Printer
- Generic Keyboard & Mouse – Secondary input devices

Highlights + challenges

20,000+

devices installed
across the estate

30

new shops being
deployed per day

3000

shops across
the UK & Ireland

New hardware & new
application delivery

Two different
client brands
across the estate

P2PE
compliance



“The success of this initial project has meant that we now actively engage on all of our retail deployment projects with Box Technologies.

Billy Threadwell, Project Manager



Procurement & supply chain management

One source,
one delivery...

- Product sourcing via a broad portfolio of long standing supply partners
- Integration of 3rd party hardware supply chain into deployment and implementation program
- Continuity of hardware supply and after sales warranty
- Manufacturer sponsored support options
- DOA and warranty fulfilment

“Whenever we have a new requirement I would always engage with Box Technologies.”

Kerry Hardy
Vision Express

Project management

Let our experts deliver for you...

- Prince 2 certified project team
- Dedicated Project Managers, Coordinators and Administrators
- Wealth of experience in multi site deployments across a wide range of commercial environments
- Project planning and mapping
- Resource management
- Installation and logistics scheduling
- Budget planning and reporting
- Post installation digital checklist and customer sign off
- Flexible customer reporting suite
- Customer inventory management
- Asset tracking and reporting
- Certification management
- Site permit management

Case study: How we power our partners





Client: Eproductive


Project: Point of sale for charity retail

Why:


Connecting the charity sector with technology in perfect harmony



Solutions provided for the project

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Professional services
 - Gold Image Creation & deployment
- 

Managed services
 - Implementation services
 - Technology staging & configuration
 - Project management
- 

Hardware selection
 - Box POS325 & 335 for all retail POS
 - EPSON TM-T20II Printer – receipt printer
 - Zebra DS2208 – barcode scanning
 - Zebra ZD410 industrial label printer – retail label printing
 - Box cash drawer
- 

Maintenance & support services
 - 5 year NBD onsite maintenance for all hardware installed by Box.

Highlights + challenges

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touch hardware approach from order to installation

Providing a dedicated team to deliver a consistent experience for their charities

350+

stores rolled out across multiple charities

Working with charity customers



“ Our end clients enjoy the experience Box engineers provide on site in the shops. We often get positive comments saying how great the Box team were.

Nick Cows, Managing Director

Maintenance & support services

Bringing
you peace
of mind...

- 3 and 5 year maintenance contracts available.
- Dedicated team of maintenance engineers all accredited to products and environment
- SLA options – 4hr, 8hr, NBD
- 5 and 7 day options available
- Geographies – UK, Ireland & Mainland Europe
- 364 days a year covered
- Enterprise mobility swap out service options to keep your field force mobilised.





Warehouse & logistics

Safe, secure & on time...

- Tailored logistics to suit your budget and operational requirements
- Established global network of certified carriers and logistics partners.
- Tailored logistics options for all product types
- Timed UK parcel delivery
- UK pallet delivery network
- Global parcel and pallet freight
- Secure and fully insured warehouses.
- P2PE management of all payment devices.
- End to end supply chain management
- Collection, exchange and reverse logistics options available