

# ONLINE ASSET MANAGEMENT VIA SERVICEHUB®

SOLUTION OVERVIEW

All services are backed by our online asset management portal, ServiceHub®, providing real-time, equipment analytics.

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## HOW IT WORKS



**WHEN YOUR EQUIPMENT BREAKS, SIMPLY LOG IN TO SERVICEHUB AND SUBMIT A REQUEST.**

- TRG receives your order and provides you with a confirmation number. Curious how many times a device has been repaired? ServiceHub® allows you to research past repairs and identify problem devices you may want to upgrade or replace.



**SHIP YOUR EQUIPMENT TO TRG. SERVICEHUB WILL NOTIFY YOU UPON RECEIPT.**

- Now that your order is in the queue, you may track its progress in real-time.



**EQUIPMENT IS EVALUATED AND REPAIRED BY EXPERT TECHNICIANS.**

- Progress is recorded so you may locate your equipment at any time. A secondary technician reviews the repairs and tests the equipment before shipping your return.



**TRG RETURNS THE EQUIPMENT TO YOUR SPARES POOL OR SHIPS IT TO YOUR LOCATION.**

- The turnaround time for the entire process is determined by your chosen repair package. We'll return your equipment back to your location overnight or within the week.

Existing ServiceHub user? Login to the platform here.

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## THE TRG DIFFERENCE



### BREADTH

We maintain the most comprehensive suite of services in the industry, offering a one-stop-shop solution agnostic across vendor, lifecycle stage and service. We've developed in-house capabilities in many areas that others outsource, including equipment financing, online asset management and a PCI-compliant key injection facility.



### GLOBAL REACH

We own facilities across the United States, Canada and Europe, maintaining the largest footprint in the market and offering one-stop-shop, global services.



### FLEXIBILITY

As a family-owned business, we're nimble and maintain complete control over our company - the solutions we provide, the flexibility we offer and our reinvestment in the business. We're relentless in our drive to find innovative, effective ways to enhance customer operations - and challenge conventional thinking along the way.



**SCALE**

With more than 5,000 customers and 10M devices under management, we have the systems to scale our solutions and customer support in ways that our competitors cannot. We have a proven track record with customers of all sizes and across all industries.

**CULTURE**

We're a customer-driven organization comprised of dedicated, creative and knowledgeable individuals. We pair an unparalleled knowledge of technologies and best practices with a passion for customer service, innovation and continuous improvement.



**Ready to experience the TRG difference?**

We'd love to learn more about your objectives and discuss how we can help you accelerate projects, drive application success, improve employee & customer experience and maximize ROI.

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