

NEWBOLD CARE - MANAGED SERVICES

HELP DESK • FIELD DISPATCH • BREAK/FIX

One call, one team, one SLA. NewBold's support services give multi-site organizations a single point of contact for incident management, remote troubleshooting, and on-site repair across their entire technology estate. 24/7 U.S. based help desk, nationwide field technicians across all 50 states and Canada, and tiered response options matched to device criticality.

HELP DESK PERFORMANCE

<1 MIN

Average
Response
Time

8 MIN

Average
Resolution
Time

98%

Service
Level
Attainment

2.8%

Abandonment
(Half industry
average)

WHAT MAKES NEWBOLD DIFFERENT?

- Resolve First, Dispatch Second:** Remote troubleshooting before any truck roll. When we can fix it over the phone, we do — reducing site visits and getting you back up faster
- Matched to Device Criticality:** Not all hardware has the same business impact. We organize support by criticality — mission-critical systems like POS and payment devices get the fastest response; back-office equipment gets cost-effective coverage
- Specialized Technicians:** Field technicians with hands-on expertise across POS, payment, networking, digital signage, kiosks, AIDC, and store infrastructure. Certified AIDC technicians for Honeywell and Zebra environments
- Intelligent Dispatch:** Technician assignment based on proximity, skill set, and SLA requirements — with real-time status tracking, check-in/out, and proof of service delivery
- Single Point of Contact:** One help desk number for your entire technology estate. Integrated ticketing, knowledge base, and reporting give visibility across every incident and location
- National Reach:** NewBold-Certified Technicians across all 50 states and Canada, with the capacity to run multiple concurrent programs nationwide

24/7 HELP DESK

- U.S.-based technical support for multi-site environments
- Omnichannel access — phone, portal, email, and chat
- L1–L3 support across POS, payment, networking, AIDC, and peripherals
- Integrated ticketing, knowledge base, and trend analysis
- Escalation management with OEMs, carriers, and third-party vendors
- SLA-driven response times with real-time reporting

FIELD DISPATCH

- Nationwide technician network across all 50 states and Canada
- Same-day, next-day, and 3–5 business day response tiers
- Specialized technicians for POS, payment, kiosks, networking, signage, and AIDC
- Certified AIDC technicians for Honeywell and Zebra
- Intelligent dispatch based on proximity, skill set, and SLA
- Parts logistics coordination for first-time fix success

BREAK-FIX

- Remote troubleshooting prior to dispatch to reduce unnecessary site visits
- Onsite repair for POS, payment, scanners, printers, networking, and infrastructure
- Nationwide onsite or depot repair options — U.S. and Canada
- Flexible service agreements, per-incident, or time-and-materials
- Focus on minimizing business disruption and protecting revenue

REPORTING & VISIBILITY

- Real-time dashboards across all incidents and locations
- Monthly performance reports with SLA tracking
- Trend analysis to identify recurring issues and reduce repeat incidents
- Executive-level reporting and operational analytics
- Full audit trail with check-in/out tracking and proof of service

TIERED SUPPORT MODEL

ESSENTIAL CARE	PROFESSIONAL CARE	ENTERPRISE CARE	TOTAL CARE
<ul style="list-style-type: none"> ▪ Level 1 Help Desk ▪ Field Dispatch ▪ Depot Repair ▪ Shared Support Team ▪ Monthly Reports 	Everything in Essential Care plus: <ul style="list-style-type: none"> ▪ Level 1 & 2 Help Desk ▪ Advanced Exchange 	Everything in Professional Care plus: <ul style="list-style-type: none"> ▪ Next Day on-site ▪ Dedicated Success Mgr ▪ Remote Monitoring ▪ Prev. Maintenance 	Everything in Total Care plus: <ul style="list-style-type: none"> ▪ Same-Day Onsite ▪ Predictive Analytics ▪ Remote Monitoring ▪ Lifecycle Management

READY TO SIMPLIFY YOUR TECHNOLOGY SUPPORT?

Let's discuss how NewBold can support your entire technology estate
 One call, One team, One SLA