

'SMART HANDS' MANAGED FIELD SERVICES

ASSIGNED TECHNICIANS. ADVANCED EXCHANGE SERVICES. ONE MONTHLY PRICE

NewBold Smart Hands provides you field technicians assigned to your locations — technicians who know your stores, your equipment, and your standards. Combined with advanced exchange from our depot, Smart Hands delivers break/fix coverage and device replacement under a simple, fixed monthly agreement based on your store count. The same people come back. The same depot ships your replacements. **One predictable cost.**

ON DEMAND - NATIONWIDE

Fixed
Monthly
Pricing per
Location

Same-Day
Replacement
Shipping

50
States plus
Canada

Certified
Assigned
Technicians

WHY NEWBOLD 'SMART-HANDS'?

- Assigned Technicians:** A consistent team of technicians assigned to your locations. They know your stores, your layout, your equipment, and your team. Consistent results from technicians who already understand your environment
- Fixed Monthly Pricing:** One predictable monthly cost based on your store count. No per-incident billing surprises, no variable dispatch fees. Budget with confidence
- Advanced Exchange :** A pre-configured replacement ships same-day from our depot. Your dedicated tech installs a device that's already imaged, injected, and ready to transact
- Remote triage first:** Our help desk triages every incident remotely before dispatching. If the issue can be resolved without a truck roll, it will be — Keeping your costs down
- Specialized Expertize:** NewBold-Certified Technicians organized by specialty — POS, payment devices, networking, low-voltage cabling.
- On-ramp to full Managed Services:** Smart Hands is the entry point to NewBold's managed services. As your needs grow, transition to a full managed services tier with proactive monitoring, dedicated success management, and lifecycle services

ONSITE BREAK-FIX

- Consistent team of NewBold-Certified Technicians, assigned to your locations
- Device swap, installation, configuration, & test
- POS, payment, networking, AIDC, kiosk, and signage support
- Technicians who know your stores and your equipment
- Consistent service quality with familiar faces onsite

ADVANCED EXCHANGE

- Pre-configured replacement ships same-day from NewBold depot
- Key injection on payment devices through PCI-certified KIF
- Device arrives ready to transact — not blank
- Reverse logistics for return of failed equipment
- OEM repair and return to spare pool or client

REMOTE TRIAGE & HELP DESK

- Level 1 remote troubleshooting before dispatch
- Phone, email, and ticketing system access
- Remote diagnostics to confirm hardware vs. software issue
- Dispatch only if remote resolution isn't possible
- Reduces unnecessary truck rolls and costs

REPORTING & DOCUMENTATION

- Incident documentation with photos and completion notes
- Automated tracking with serial numbers and shipment details
- Service history by location, device type, and issue category
- SLA performance tracking and reporting

HOW 'SMART HANDS' WORKS:

1	2	3	4
Report an Issue: Call or Ticket NewBold	Remote Triage Help desk diagnoses & resolves if possible	Dispatch & Ship: Tech dispatches and replacement ships	Resolve & Document: Installed, Tested & Documented

'SMART HANDS' IS RIGHT WHEN...

- You need reliable break/fix with consistent, familiar technicians
- You want predictable monthly costs rather than variable per-incident billing
- You're looking for managed services without the complexity of a full managed services tier
- You have locations across multiple markets and need national coverage
- You want advanced exchange included in a simple agreement

WHEN TO CONSIDER MANAGED SERVICES:

- You need 24/7 help desk and proactive monitoring
- Device criticality requires guaranteed SLA response times
- You want a dedicated success manager and monthly reporting
- Your fleet is large enough to justify predictable monthly costs
- You're ready for preventive maintenance, predictive analytics and lifecycle management

READY FOR ASSIGNED TECHNICIANS AND PREDICTABLE COSTS?

Let's build a Smart Hands agreement around your store count and technology footprint.