

Unbeatable Service



INCREASED SAFE AND LOCK SERVICE LEVELS AT A LOWER COST

- A single point of accountability
- 24/7/365 live technical support
- National coverage for all brands of locks and safes
- Service tailored to your needs and processes
- Consistent, accurate billing

CSS Safe and Lock Services Keep Your Assets Accessible and Operations Running

In retail operations, uninterrupted cash flow is required for a healthy business. CSS safe and lock services help companies keep the flow of cash running smooth. With a single point of contact for a single location or a national network of stores, whenever needed, CSS can increase your safe and lock service levels while lowering overall support costs.

CASH MUST FLOW

In the retail industry, cash must continue to flow or operations quickly grind to a halt. CSS understands that retail facilities professionals have a tough assignment – to keep operations running smoothly. Business continuity is paramount and equipment failures need to be resolved without business disruption. Nowhere is this more true than in the flow of cash through a retail establishment.

When a safe or lock fails, business grinds to a halt. Without access to the contents of the safe, your store may not be able to begin the day with money in the till, or the ability to make change, make bank deposits, distribute payroll checks, sell gift cards – in other words, continue

normal operations. If you cannot access your assets, you need support – now. For retail facilities managers who need to repair or maintain safes and locks, our priority is the same as yours: get your assets back in service!

ALL SERVICE IS NOT CREATED EQUAL

It is important to keep every location up and running. Many establishments have to deal with hundreds of locations





– perhaps spread across a wide geographical area – and additional service considerations arise. With multiple locations, different types of safes, locks and cash-management components may be installed, and each requires unique capabilities to be serviced correctly. You may currently have a different service provider for each geographical area. This variety often results in inconsistent service levels, proliferation of non-standard equipment and high procurement costs.

Effectively and efficiently servicing your cash-management processes and equipment across many locations requires a few fundamental capabilities:

- 1. Verification that service was performed – at the level contracted and billed**
- 2. A means to overcome inaccurate or inconsistent billing for services**
- 3. The ability to enforce consistent service procedures across all your locations**

CSS understands these needs and has tailored its programs to deliver outstanding service in the most demanding environments.

CSS SERVICE ADVANTAGE

Corporate Safe Specialists Call Center is open 24/7/365 and can dispatch a locksmith to your site, anywhere in the country, in as little as four hours. Our call center operators have been trained to trouble-shoot most major brands of safes and locks, and before we dispatch a technician to your location, we pledge to investigate whether the problem can be resolved over the phone. Our track record is 60% resolution over the phone on the first call – at no charge to you. If a service call is required, you will have a consistent experience, from the service provided to invoicing.

Our services also go beyond break-and-fix support. Our programs also include safe and lock preventive maintenance, lock retrofits or upgrades, and safe replacements. CSS is an industry-leading provider of a full range of safes and cash-management solutions that meet the needs of any single location or national chain. CSS offers the total cash-management solution to meet your needs.

What we do is as important as how we do it. From a personal interaction perspective, collaborative and friendly service is our cornerstone. From a business process perspective, we understand that work-order tracking and reporting can be a key enabler of successful service management. We are certified vendors to ServiceChannel, OfficeTrax, FM Pilot, and Integrated Technologies, among others, and have the tracking, reporting and billing systems in place to consistently deliver world-class service

UNBEATABLE SERVICE

CSS service programs deliver:

- **Single point of accountability**
- **24/7/365 support**
- **National coverage for all brands of locks and safes**
- **Service tailored to your needs and processes**
- **Consistent, accurate billing**

These capabilities, along with no-charge telephone trouble-shooting, rapid locksmith dispatch, and work-order tracking and billing per your specification, combine to offer you unbeatable service.

ABOUT CSS

Corporate Safe Specialists (CSS) is one of the largest suppliers of safes and cash control systems to the U.S. retail and restaurant communities, including many Fortune 500 companies. Since 1988, CSS has been providing the technology and solutions to meet their clients' needs effectively and efficiently – while delivering the best customer service available in the industry.

FOR MORE INFORMATION

Call us to learn more about programs that can save your enterprise time and money – and keep your assets in service. We are putting it in print: no-charge telephone trouble-shooting on a national scale. No obligation, no risk – **call (800) 342-3033 x200** to speak with a representative today! To learn more about Corporate Safe Specialists' full range of products, services and cash-management solutions, please visit www.corporatesafe.com or www.safe-help.com.

