

- Consultancy
- Project Management
- Training
- Remote Support
- Field Maintenance
- Repair Shops



**Whether in retail or industry, we know our systems are business critical for our customers. Installations are planned in such a way that normal operations are disrupted as little as possible, and preferably not at all.**

**This explains why we have one of the most elaborate service networks in Europe, employing over 400 people in more than 10 countries.**

[www.toshibatec-eu.com](http://www.toshibatec-eu.com)  
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We go where our customers need us, and extend the TOSHIBA TEC organisation with qualified local partners, to guarantee the quick reaction times you expect. This also allows optimal communication by eliminating any linguistic or cultural barriers.

Our Professional Services portfolio contains whatever service you need to set up your retail business or to realise your industrial printer project. As experts in both fields we can give you professional advice on which equipment or software application to choose for your particular circumstances. We take responsibility for the project realisation from start to finish, and we can provide different levels of training to the end-users and technical staff. We believe that this creates an ideal tailored system that is fully utilised to produce the greatest benefits for your company.

Our Customer Services portfolio contains whatever service you need to guarantee smooth and flawless operation of your systems. Users can call our help desk for assistance, which is supported by an ever-increasing set of remote diagnostics and repair tools. Our field engineers are at your service for both preventative and corrective maintenance.

Standard or tailor-made Service Level Agreements are available to match as closely as possible your expectations with respect to the continuity of your operations. Accidents do happen from time to time; and our own or authorised workshops will take the best possible care of your damaged equipment, guaranteeing a cost-effective repair and upholding TOSHIBA TEC's highest quality standards.

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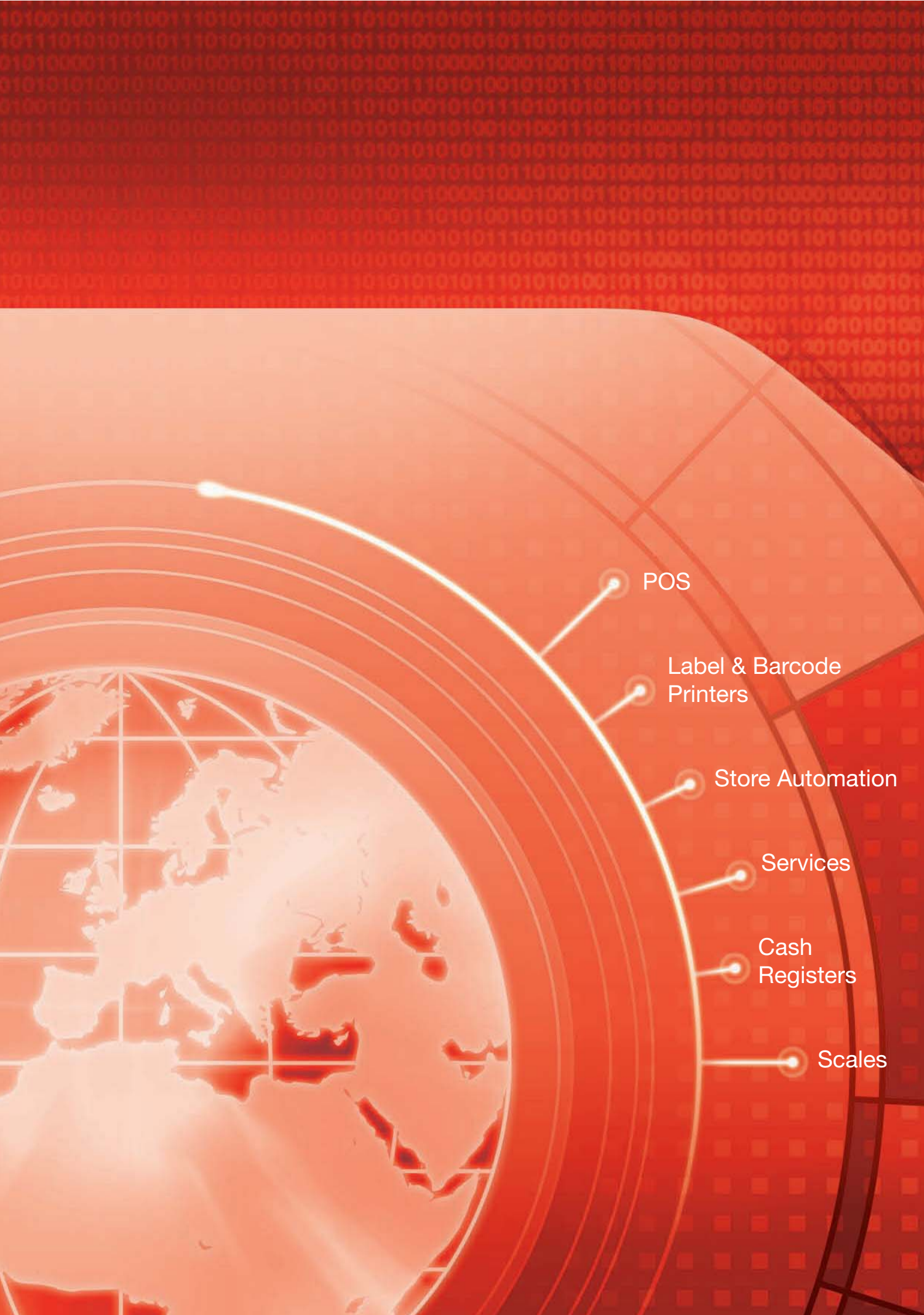
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## More than you can Imagine!

## Our Five Commitments...

- 1. We aim to provide** timely products and services with reliable quality and functions as well as high user-friendliness, creating value with our customer in mind through our superior proprietary technology and in collaboration with the world's best partners.
- 2. We want to foster** an open and healthy corporate culture in which a strong professional team may tirelessly seek new challenges, by respecting the individuality of each employee, striving to promote each one's abilities, and implementing a fair and appropriate system of evaluation and rewards.
- 3. We seek to contribute** toward the development of a global society as a good corporate citizen, law-abiding and ethical, by fulfilling our responsibilities toward each country and community in which we operate, and respecting local culture and history.
- 4. We put concern** for the environment as a priority in all our business activities so as to protect people's safety and health as well as the world's natural resources.
- 5. We endeavour** to maximise our corporate value, and on the basis of sound and transparent management, we strive to achieve appropriate profits and reserves, constantly seek to implement management innovation and energetically invest in research and development, among others, in order to meet the expectations of our shareholders.



## Leading the way through Quality and Innovation



Quoted on the stock exchange, the TOSHIBA TEC Corporation has played an active and prominent part in the world market since 1950.

Today we are stronger than ever, with over 13,500 workers and a huge variety of highly technological products and services.

TOSHIBA TEC's majority shareholder is the TOSHIBA Corporation, which provides TOSHIBA TEC with the support of an unrivalled worldwide organisation with a strong presence in four continents.



Mr. Kenji Hachisu

TOSHIBA TEC Europe, based in Brussels, is a leading retail and industrial automation solutions provider.

We have sales and support offices in Austria, Belgium, France, Germany, Ireland, Portugal, Spain, The Netherlands and the United Kingdom and TOSHIBA TEC subsidiaries in Italy and Poland.

"At TOSHIBA TEC we are focused on total ICT solutions for the retail sector and the auto-identification markets. Best of breed technology partnerships enable us and our European system integrators, VARs, distributors and resellers to offer continuous improvements that add value to our extensive portfolio of products, services and solutions," Kenji Hachisu, CEO and President of TOSHIBA TEC Europe says. "Self Check Out in Retail and RFID in the industrial automation markets are just two of the leading edge technologies where TOSHIBA TEC takes up a leadership position today."

TOSHIBA TEC's customer service network is Europe's most trusted - with field maintenance, local workshops and helpdesks available in every country to provide a unique one-stop shop service that is truly pan-European.

Our slogan is about broadening your horizon. Our strategy is as simple as it is enduring: "We were, we are and we will continue to be."

Yours sincerely

Kenji Hachisu

CEO, President  
TOSHIBA TEC Europe

### POS

#### POS for Powerful Open Solutions

TOSHIBA POS solutions are designed to adapt to any retail or hospitality environment. They are compact, yet extremely powerful. An efficient modular construction and an open software architecture ensure maximum flexibility in both the physical installation and the application software. Ergonomically designed for user-friendliness in fast-paced retail outlets and restaurants, TOSHIBA POS systems combine components of the highest quality to create a solution to suit every requirement that you and your customers may have.



#### Store Automation

TOSHIBA TEC has a wealth of experience in providing solutions to the food, non-food and hospitality markets. We offer not only software solutions but also innovative applications including Self-Checkouts, Electronic Shelf Label Systems and mobile solutions. We work closely with VARs, particularly in the non-food and hospitality markets. We provide our partners with our technological know-how and technical support capabilities.

### Store Automation

### Services

### Printers



### Cash Registers

#### Dynamic thermal printing solutions

The extensive range of TOSHIBA thermal printers and accessories is designed to suit a huge variety of applications, from barcode labels for production and warehousing, to tickets and cards for distribution and retail, on the latest RFID labels and tags. Reliability and user-friendliness are key characteristics, from the compact portable printers (ideal for retail and logistics) up to the powerful industrial models for any heavy-duty labelling requirements.



All our printers can easily communicate with many different systems, networks and other equipment. Our service and support, along with incredibly low cost of ownership, make our printers the perfect solution to your labelling needs.



#### ECR's and Scales from the market leader

In 1973 TOSHIBA TEC introduced the very first electronic cash register in the world. Since then we have consistently remained on top of the latest developments, always striving for ultimate reliability, ease of use and cost-effectiveness. TOSHIBA TEC cash registers are unrivalled both in their simplicity and completeness.

TOSHIBA TEC scales represent the most flexible and adaptable weighing equipment you will find. A standalone unit can be instantly converted and integrated into a fully communicating master/satellite system, allowing your business to grow, in the comfortable knowledge that your technological investments are protected.

