



CASE STUDY

Ubiway retail and eutronix service level agreements

For over 130 years, Ubiway Retail (formerly known as AMP) has maintained its position as the Belgian market leader in press distribution. This prestigious history is a testament to their dedication and expertise in delivering printed media across Belgium.

Today, Ubiway Retail distributes an impressive range of more than 700,000 magazines and 550,000 newspapers daily, reaching every corner of the country. This remarkable achievement is made possible through their strong network of partners, including eutronix, with whom they have collaborated successfully for the past 14 years. Together, they have developed efficient distribution systems that ensure the seamless delivery of press materials, maintaining Ubiway Retail's leadership and reliability in the ever-evolving media landscape.



Target sectors

- Retail
- Media and Press distribution
- Transport & Logistics
- Hospitality

Some benefits

Reliable POS Hardware Support

Fast 4-hour response time minimizes downtime, ensuring continuous operation and income for vendors.

Comprehensive Service Level Agreement

Includes installation, maintenance, and on-site support for seamless integration and reliability.

Long-Term Partnership Success

Proven satisfaction with 14+ years of collaboration, demonstrating trust and reliability.



The challenge

Ubiway Retail not only distributes magazines, newspapers, and related products through independent vendors and its own Press Shop network, but it also provides these vendors with the opportunity to lease high-quality POS hardware, such as cash registers and printers. This allows vendors to operate efficiently without the need for significant upfront investment in technology.

However, ensuring that POS hardware operates continuously across numerous locations poses a significant challenge. Any downtime can lead to immediate financial losses for vendors by disrupting daily operations and causing missed sales opportunities. In retail, where every transaction counts, even brief disruptions can result in customer dissatisfaction and lost revenue.

Ubiway Retail recognized the need for a seamless solution to manage their POS hardware effectively. With a vast network to support, they required a system that offered real-time support, rapid response times, and ensured operational uptime. This was crucial to maintaining their reputation as a reliable service provider and meeting the expectations of their partners.

Additionally, the diverse range of vendors meant that Ubiway needed a solution that was scalable and adaptable to different environments, while delivering consistent performance across all locations.

To address these challenges, Ubiway Retail sought a partner that could provide a comprehensive service level agreement (SLA), covering installation, maintenance, and rapid response interventions. They turned to eutronix for their expertise in delivering tailored solutions that minimize downtime, maximize efficiency, and ensure smooth day-to-day operations for both Ubiway Retail and its vendors.

UBIWAY RETAIL IN NUMBERS

**650**

vendors use
our SLA

4 h

on site within 4
working hours

6/7

available 6
days a week



The reaction

eutronix provided Ubiway Retail with a comprehensive and reliable Service Level Agreement (SLA) that addresses their unique needs. This watertight SLA not only outlines the process for uninstalling old POS hardware and installing new equipment but also ensures that our intervention team is available to support users six days a week, with interventions occurring within a swift four-hour window.

Our on-site technicians are trained to immediately replace any defective appliances with fully functional units, allowing operators to resume their work without delay. This minimizes downtime and ensures that Ubiway Retail's operations continue to run smoothly.

The SLA is more than just a service contract; it's a complete program that includes a range of services such as material preparation, development, and maintenance. This holistic approach is an integral part of our long-standing partnership with Ubiway Retail, ensuring that their POS systems remain reliable and efficient at all times

Equipment preparation

Delivered material is ready for use without any disappointments during the integration into the daily work of the end user.

Deployment

Assistance for optimal deployment of your solution thanks to our partners across Europe.

Maintenance

Various repair and maintenance programs can be implemented to minimize the impact of hardware failures.



Benefits

Key Benefits of the eutronix SLA for Ubiway Retail

- 1 **Quick Response Times**
 - *4-Hour Interventions:* Fast support to minimize downtime, with service available six days a week.
- 2 **Efficient Hardware Management**
 - *Seamless Installation:* Smooth transition from old to new POS hardware with immediate on-site replacements.
- 3 **Comprehensive Service Coverage**
 - *All-Inclusive SLA:* Covers material preparation, installation, maintenance, and on-site support for complete peace of mind.
- 4 **Enhanced Operational Efficiency**
 - *Minimal Downtime:* Ensures continuous POS operation, preventing financial losses and maintaining vendor productivity.
- 5 **Strong Long-Term Partnership**
 - *Reliable Collaboration:* Multiple contract renewals with Ubiway Retail, reflecting trust and satisfaction in our services.
- 6 **Improved Customer Experience**
 - *Consistent Service:* Ensures uninterrupted service delivery, enhancing the overall customer shopping experience.

Scalable and Adaptable Solutions

Flexible Service Options

Solutions that adapt to the changing needs of Ubiway Retail's expansive and varied vendor locations.

Future-Proof Technology

Assurance of using the latest technology with regular updates and enhancements.

Cost-Effective Maintenance

All-Inclusive Service Contracts

Fixed pricing for comprehensive coverage, offering predictable maintenance costs.

Preventive Maintenance Programs

Proactive measures to reduce the likelihood of hardware failures and extend lifespan.



The result

Ubiway Retail first established a partnership with eutronix in 2004 by signing a Service Level Agreement (SLA) to support all independent newspaper merchants renting POS hardware through Ubiway Retail. This collaboration proved highly successful, leading to the renewal of the agreement multiple times. We are now proud to be on our fourth consecutive four-year contract, which reflects the strong trust and satisfaction that Ubiway Retail has in our services.

In 2012, Ubiway Retail was so impressed with the reliability and quality of our support that they decided to expand our partnership by concluding a six-year SLA for their own Press Shop network. This decision underscored their confidence in eutronix to handle the complex needs of their extensive operations. Recently, this contract was also renewed, further solidifying our long-standing relationship and commitment to providing top-tier service and support.

Our collaboration with Ubiway Retail highlights the importance of a reliable technology partner in ensuring seamless operations and demonstrates how consistent service excellence can lead to enduring business relationships.

DID YOU KNOW?

Ubiway Retail distributes over 700,000 magazines and 550,000 newspapers across Belgium every day. This massive operation relies on a robust network of independent vendors, and eutronix's reliable POS solutions help keep everything running smoothly.





Ready to optimize the management of your POS equipment?

Discover how our tailored Service Level Agreements ensure maximum equipment availability, minimize downtime, and boost the productivity of your operations. With eutronix, benefit from fast and reliable support to help drive your growth.

Contact our team of experts today.

We're excited to discuss how we can tailor our solutions to meet your unique needs.



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About eutronix

- Dynamic company specializing in hardware solutions and electronic automation equipment
- Value-added distributor
- Founded in 1999
- Headquarters in Belgium
- Branches or subsidiaries in France, the Netherlands and the United Kingdom
- A team of 40+ people

eutronix's markets

- Healthcare
- Hospitality
- Retail
- Leisure
- Transport & logistics
- Industry
- Access control & people identification
- Signalling
- Field service
- Oem & IoT