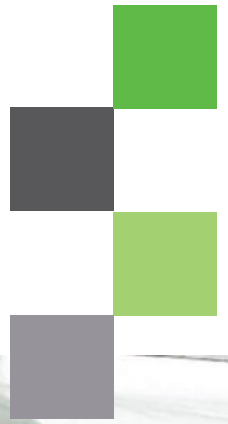




**Tactile  
Technologies™**



# Specialists in

touch technology, auto-id  
& payment solutions

 [www.tactiletechnologies.com](http://www.tactiletechnologies.com)

## Our Mission

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To provide a professional experience in Touch Screen, Auto ID and Payment Technology that is of a high-quality with sustainable products that enhance everyday life while promoting customer centric quality service. We are committed to exceeding customer expectations, supporting our employees' and community growth.

## Our Core Values

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- **Integrity:** We are honest, transparent, and committed to doing what's best for our staff and customers. "Old School Values"
- **Innovation:** Supporting customers solutions by providing the correct technology to suit the needs for growth and to improve ongoing service.
- **Customer Focus:** Centric approach to our customers and to strive to deliver exceptional service and to exceed expectation as a true partner of choice.
- **Collaboration:** Work hard and Play Hard. Believing in the power of teamwork, respecting and supporting each other to achieve shared goals.
- **Sustainability:** Centric approach by making a positive impact on the environment and integrating sustainable practices into our business.
- **Excellence:** Continually aiming to achieve a high quality of service and to ensuring continuous improvements to the Tactile Brand.

## Our Vision

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To be the leading provider of innovative and sustainable Touch Screen, Auto ID, and Payment Technology solutions, recognized for our unwavering commitment to integrity, customer focus, and excellence. We envision a future where our high-quality products and exceptional service enhance everyday life, foster community growth, and make a positive impact on the environment. Through collaboration and continuous innovation, we strive to exceed customer expectations and be the true partner of choice in the industry.



# Trust & Expertise

## Value-Driven Terms

- **Tailored Solutions**  
Customized services to fit your unique needs.
- **End-to-End Support**  
Comprehensive service from start to finish.
- **Results-Orientated Approach**  
Focused on delivering measurable outcomes.
- **Industry-Leading Expertise**  
Proven track record.
- **Certified Professionals**  
Backed by credentials and experience.
- **Scalable Solutions**  
Growing with your business.
- **Personalized Experience**  
Services designed around you.
- **Hassle-Free Engagement**  
No stress, just results .
- **On-Demand Support**  
Help when you need it.

## Technical Centres

- **Expert Technicians**  
Each repair centre is staffed with highly trained technicians who specialise in diagnosing and repairing all devices.
- **Genuine Parts**  
We only use genuine parts for all repairs, maintaining the integrity and performance of all devices. This commitment to quality helps prevent future issues and extends the life of all products.
- **Comprehensive Diagnostics**  
Our technicians perform thorough diagnostics to identify any underlying issues that many not be immediately apparent. This proactive approach helps in preventing any underlying issues.
- **Customers Support**  
Our friendly and knowledgeable customer support team is always ready to assist you with any questions or concerns. We aim to make the repair process a seamless and stress-free experience.



# Overview of Services

SERVICE	DESCRIPTION
→ Logistics	Full importation and clearing of goods and ensuring correct tariff headings are utilised. Member of SAAFF and AEOC registered.
→ Procurement	Organising procurement of stock from manufacturer or manufacturing to your door.
→ Products Certifications	Proficient in all legislative certificates, including ICASA/NRCS.
→ Rental options	Full onboarding process, from organising rental options and or including the POS integration for payment devices.
→ Carry-in warranty	Standard carry-in warranty to any of the Tactile Technologies repair centres.
→ Extended warranty options	Discuss with any of the team members at Tactile Technologies with regards to extending warranty on devices either at time of purchase or when the warranty period is coming to an end.
→ SLA agreements	Tactile Technologies will discuss all the needs of the client and will build the SLA agreement to meet your required needs, which includes Pro-Support offering, standard SLA or even SLA and full insurance cover.
→ Training	Standard training on all products for you or your client, on-site or virtual.
→ Staging	Setting up and staging all equipment to meet your clients needs for ease of installation.
→ Onsite repairs/installation	We will attend to sites within 100km for the nearest Tactile branch for any on-site repair or installation. Refer to SLA agreements.
→ MDM support	Our Field Applications Engineers (FAE) will assist with all MDM support and device management.
→ Support	Level 1 to level 3 support offering.

## Snapshot of Standard Carry-In warranty versus Comprehensive Cover or SLA agreements

		Carry-In Warranty	Extended Warranty	Swop Out Model - Comprehensive cover	SLA Proposals
Standard carry-in warranty	Only covers hardware faults while device under warranty	√	√	√	√
Extended Warranty	Warranty can be extended at time of purchase or when devices warranty end date is close to expiring	√	√	√	√
Support	Level 1 to 3	√	√	√	√
Hardware malfunction	Standard electronic failures	√	√	√	√
Wear and Tear	Mainboard replacements	√	√	√	√
	Replacement of monitors due to non-touch capabilities	√	√	√	√
	Drive replacement	√	√	√	√
	Memory replacement	√	√	√	√
	General service or preventative maintenance of device	X	X	√	√
	Print heads	1 year warranty	Can be extended	Can be extended	√
	PSU's	1 year warranty	Can be extended	Can be extended	√
	Batteries	6 month warranty	Can be extended	Can be extended	√
	General wear and tear	√	√	√	√
Swop out stock	Holding swop out stock per customer	X	X	√	√
Accidental Damage	Any damages to the devices	X	X	√	√
	Water damaged units	X	X	√	√
On-site device swop out	SLA agreements, including consignment holding per customer	X	X	√	√
Insurance cover	Theft and malicious damage to devices	X	X	X	√





## Get in touch

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