

SERVICE DESK SUPPORT

powered by UNFI

Service Desk Support from UNFI Professional Services, a subscription-based service, assists independent grocery retailers with technology issues and much more. By delegating your support needs to us, you'll have a true partner ready to assist you at any time. We're here to expand your current capabilities while making support convenient and accessible. Support is available in Spanish and English.

RETAIL
TECHNOLOGY



**Call 888-820-6288 for 24/7 technical support
with a single point of contact from start to finish**

PERSONALIZED
service

BETTER
communication

QUICKER
resolution

4 Reasons to Use Service Desk Support:

1. **It's cost-effective.** No need to hire an IT professional, and save time wasted on multiple service calls.
2. **Get help right away.** No matter the day or time, our team is here to help.
3. **Wide variety of issues.** We have the breadth of knowledge to navigate a digitally connected store.
4. **Embrace new technology with confidence.** We're standing by, ready to help you adopt the tools you need to stay competitive.

How it Works

Once you're enrolled in the program, **simply call 888-820-6288** for timely technical assistance whenever you need it. You'll have one point of contact from the moment you reach out to us until the resolution is verified with you.



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What we offer

Front-End Support

Whether it's overseeing POS components, securing payment systems, or addressing network challenges, our dedicated team of experts is committed to ensuring the flawless functionality of your POS infrastructure. With our support, you can focus on your core activities while we navigate the intricacies of your POS environment.

Standardized PC & Printer Support

Streamline your technology infrastructure, enhance productivity, and ensure that your PC and printer systems operate at their peak performance.

UNFI Vendor Dispatch Services

We simplify your store equipment issue management by covering a wide range of equipment including meat and deli scales, slicers, freezers, coolers, and other pre-arranged items. Serving as your dedicated single point of contact, we dispatch your preferred vendors, coordinate service calls, and handle required phone tag & follow-up on your behalf keeping you fully updated along the way.

Tailored Service Desk Support

What can we take off your plate? Are your associates fielding phone calls while trying to serve in-store customers? Need help with a unique service you offer? Let's find a solution that fits your unique needs.

Ready to learn more?

Let's have a conversation. Share insights about your business, highlight opportunities, and discuss areas where additional support is needed. Our aim is to create a Service Desk Support category that is seamlessly integrated into your operations.

[SIGN UP TO LEARN MORE](#)

Subject to credit approval. Some services may not be available in international markets.

Questions? PSSales@UNFI.com

Browse more value-creating business solutions at services.unfi.com or [view our brochure](#).

Note: CUB Stores, CUB Franchises and Shoppers stores are not eligible for Service Desk Support.

