

Velocha Point of Purchase Services



Velocha offers a full suite of customized installation, rollout and support services for Point of Purchase, Kiosk, and Digital Signage manufacturers and distributors. Our comprehensive service allows you to access professional technicians throughout the United States and Canada, which are backed by our remote operations center and call center support team. We design and implement customized service programs for our partners by matching our suite of services to our customers needs. Benefits to our clients include a single point of contact for all of your installation, rollout and support needs. Our competitive prices and flexibility allows us to be an innovative partner enabling you to exceed your goals.

Nationwide Installation

- POP DISPLAYS
- DIGITAL SIGNAGE
- CUSTOM POINT OF PURCHASE
- RETAIL DISPLAYS
- DISPLAY RACKS
- RETAIL KIOSKS
- INTERACTIVE KIOSKS
- SLATWALL DISPLAYS
- PEG BOARD DISPLAYS
- POP FIXTURES
- RETAIL DISPLAY CABINETS
- RETAIL DISPLAY FURNITURE
- RETAIL DISPLAY SHELVES

OEM Support Services

- MULTI-TECHNOLOGY SUPPORT
- MULTI-VENDOR MAINTENANCE
- ON-SITE MAINTENANCE
- QUICK START PACKAGES
- THIRD-PARTY, OEM SMART HANDS
- SELF-MAINTENANCE
- OEM PRODUCTS
- THIRD-PARTY MAINTENANCE
- PROJECT MANAGEMENT
- INTEGRATION
- CUSTOMIZED ALTERNATIVES
- ROLLOUTS
- INSTALLATION
- REPAIR
- LOGISTICS
- UPGRADES
- SWAP-OUT SERVICES
- CALL ESCALATION

Customer Support Services

- CUSTOMER SURVEY SUPPORT
- PROVIDE CLIENT "OVERFLOW"
- PROVIDE CLIENT "AFTER-HOURS"
- FULFILLMENT ORDER PROCESSING
- PRODUCT RETURNS
- DATA ENTRY
- SPANISH SUPPORT
- APPOINTMENT SETTING
- EVENT TICKET PROCESSING
- ECOMMERCE SUPPORT
- E-MAIL
- SHIPMENT TRACKING
- NEW PRODUCT RELEASES

Technical Support Services

- TECHNICAL SUPPORT
- PROBLEM DETERMINATION
- CALL MANAGEMENT
- ELECTRONIC SUPPORT SERVICE
- OEM 3RD PARTY SUPPORT
- PROPRIETARY SUPPORT
- CUSTOMIZED SUPPORT
- END-OF-LIFE SUPPORT
- 24 HR. 7 DAY OPERATION
- DISPATCH CALL MANAGEMENT
- NEW PRODUCT SUPPORT
- PROVIDE CLIENT "OVERFLOW" CLIENT "AFTER-HOURS" SERVICE
- E-MAIL SUPPORT
- PROBLEM ANALYSIS & REPORTING
- PROBLEM RE-CREATION