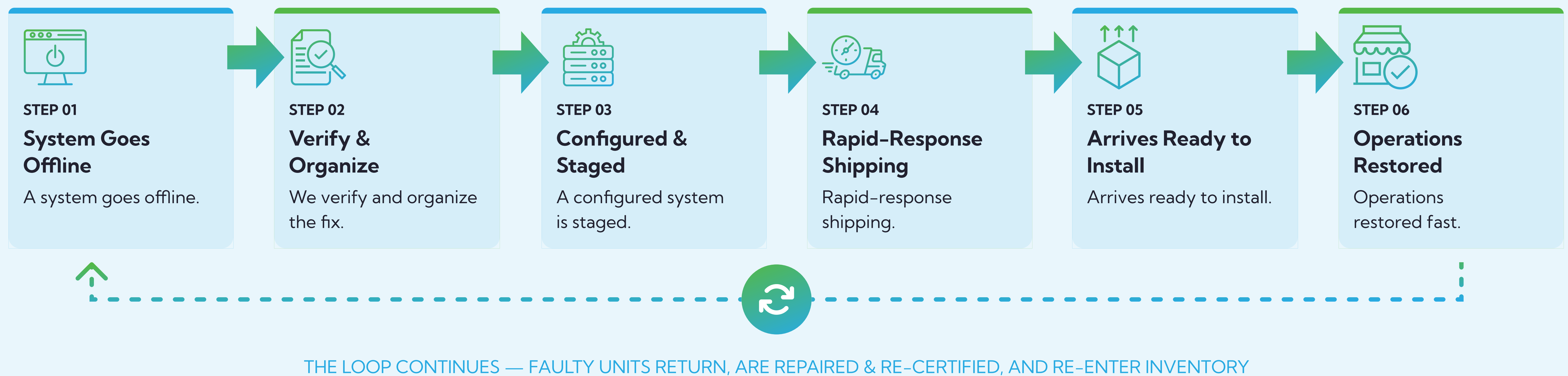




The RITA Methodology

Replacement-In-The-Air (RITA) is designed for one outcome: maximum store uptime. When a system goes down, we ensure a ready-to-use replacement is on its way within 24 hours.

How RITA Works



Why RITA is the enterprise standard

Protect your revenue

Minimize lost sales by getting critical POS and mobile systems back online faster than traditional on-site service models.

Empower your employees

Replacements arrive fully configured, so your staff can restore the system themselves without waiting for a technician.

Reduce operational overheads

Centralizing inventory and logistics with Macro eliminates the cost of spare hardware sitting idle in store backrooms.

Scalable nationwide support

No matter the size of your business, you get the same consistent, high-speed response across your entire enterprise.

What RITA includes

- ✓ Staging professionals image, configure, and test every replacement to match the failed unit exactly.
- ✓ Pre-configured units ship directly to your store for next-business-day arrival.
- ✓ Packing materials and prepaid return shipping are provided for the failed unit.
- ✓ Failed units are repaired, re-certified, and returned to your active inventory.
- ✓ Secure off-site inventory storage reduces spare hardware at stores and warehouses.

24-HR replacement capability, nationwide

Stop reacting to failures. Start managing continuity.

Start a conversation — info@macrosolutionsgroup.com · (303) 222-1877

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