

Marathon Deployment Provides Omnico's Customers Greater Speed and Flexibility for Hardware Repairs.

Tyngsboro, MA, January 6, 2017 - Since October 2016 [Marathon Deployment](#) is fulfilling all hardware repairs for Omnico's U.S. offices. Marathon's repair facility is based in Fort Worth, Texas and will now receive all online R.M.A. (return merchandise authorization) forms received by customers to complete hardware repairs.

Marathon brings a full range of collaborative services to [Omnico](#) such as warehousing, configuration, shipping and on site deployment capabilities. This provides both existing and prospective customers a 'one stop shop' for all of their point of sale needs.

Marathon's ability to offer component level repair as well as modular, ensures greater speed and flexibility of each repair. The addition of component level repairs also allows Omnico customers based in Canada to benefit from the move. Omnico customers will have greater transparency on the progress of their repairs, with updates made in an online system, while the customer service help desk in the U.K. will centralize the support.

Mike Grace, General Manager Infrastructure Services at Omnico said; "this move will provide greater visibility to our customers on their hardware repairs, while opening up new opportunities for both businesses moving forward."

"By expanding on the solutions and the geographical footprint, this will provide Omnico customers with a seamless and streamlined service experience. As customers grow they will be able to scale rapidly." states **Colleen Howley, Vice President of Business Development at Marathon Deployment.**

Marathon provides IT implementation services to clients in the retail, hospitality and business services industries. Marathon is exhibiting at the [National Retail Federation Big Show](#) beginning January 15-17 at booth 3182, Level 3.

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For more information about Marathon's IT Service Solutions:

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Omnico is an established, innovative and agile omni-channel software and services company that works with leading retail, entertainment and destination brands. With a rich heritage spanning 25 years, Omnico creates compelling personalized and consistent guest experiences uniting click and brick transactions across all touch-points. Their software, known as Omnico Commerce, unifies the customer journeys across all channels. Omnico's customers include well-known brands such as Six Flags, HMV, Jaeger, Merlin Entertainments, Coop Denmark, Price Smart and the National Trust.

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