

Big Y's Technology Is Moving Fast. Let's Keep It That Way.





Total support for your internal team

Big Y is investing in the future of grocery with an ambitious digital roadmap. THAT TAKES BANDWIDTH YOUR INTERNAL TEAM CAN'T SPARE WHEN A LARGE STORE NETWORK IS COUNTING ON THEM.


 **Sound familiar?**

Multiple formats, disconnected systems, and a digital roadmap competing for the same stretched team. It doesn't have to work this way.

CURRENT STATE/CHALLENGES

-  **Unpredictable IT Spend**
Break-fix emergencies make budgeting a guessing game.
-  **PCI and POS Security Exposure**
Gaps in IT security are where retail liability hides.
-  **IT Stretched Across 80+ Stores**
One team can't handle daily fires and project rollouts at the same time.
-  **SLA Uncertainty**
Best-effort dispatch leaves broken hardware sitting during peak hours.

THE POMEROY SOLUTION

-  **Cost Predictability**
Convert erratic expenses into a fixed, budget-friendly baseline.
-  **Proactive 24/7 Monitoring**
We catch network and POS issues before your store managers do.
-  **On-Demand Capacity**
Service desk coverage and on-demand project staffing. No hiring required.
-  **Contractual On-Site Response**
Field techs mapped to every store location, with SLAs built around your hours, not ours.

What Changes with Pomeroy

Seamless support

Pomeroy backs your internal IT team with 24/7 network monitoring, rapid on-site field support, and on-demand capacity to keep your stores running and digital roadmap on track.

WHAT YOUR INTERNAL TEAM GAINS FROM DAY ONE



Continuous Uptime and POS Visibility

Our NOC-as-a-Service continuously monitors your network and POS environment to catch issues before they hit the checkout lane.



Flexible Capacity, Zero Overhead

We handle the daily volume so your team can focus on strategy. When projects hit, we bring the technical talent to get them done.



IT Spend You Can Plan Around

One fixed monthly fee covers managed services, service desk, and field support. Predictable pricing that benchmarks well against doing it in-house.



Guaranteed Field Coverage

No more best-effort field dispatch. Contractual on-site SLAs across every MA and CT location.

**50K**

POS devices
shipped annually

**25K**

Retail deployments
each year

**75K**

Locations
supported

Ready to see what this looks like for Big Y?

Request a free IT Decision Index and walk away with three clear paths forward — each mapped to effort, cost, and business impact.

[LEARN MORE](#)

