



Built for high-volume grocery

Stater Bros. Runs on Uptime. Let's Keep It That Way.

Total support for your internal team

Stater Bros. runs one of the most concentrated grocery networks in SoCal.
THAT SCALE IS A COMPETITIVE EDGE, AND LEAVES ZERO TOLERANCE FOR TECHNOLOGY LAG.







Sound familiar?

POS crashes during rush hour, break-fix bills that blow your budget, and a hiring market that doesn't move at grocery speed. It doesn't have to work this way.

CURRENT STATE/CHALLENGES

-  **SLA Uncertainty**
Best-effort dispatch doesn't cut it across 167 locations.
-  **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.
-  **Finding SoCal Talent**
Recruiting qualified IT staff takes months and costs more than most budgets account for.

THE POMEROY SOLUTION

-  **Contractual On-Site SLAs**
Field techs mapped to every store location, with SLAs built around your hours, not ours.
-  **Per-Store 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.



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 margins intact.

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.



Per-Store 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 Stater Bros. location.

**50K**

POS devices
shipped annually

**25K**

Retail deployments
each year

**75K**

Locations
supported

Ready to see what this looks like for Stater Bros.?

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

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