

TRG Partner Advantage Program



Partner with TRG and increase your service value to your customers.



With the TRG Partner Advantage Program, you will have exclusive access to a variety of services such as Repair Solutions, ServiceHub, Wireless Site Surveys, and a variety of product procurement options via refurbished equipment, Trade In / Buy Backs, and Rental Equipment. Designed for our reseller partners in mind, TRG has the necessary partnership and NDA agreements in place to ensure complete confidentiality and trust in our service offerings.

Who is TRG?

Centrally located in the Midwest with our headquarters in Westlake, OH, Technology Recovery Group (TRG) is the leading mobile managed solutions and service provider in the data collection, mobility, and barcode printing industry. Our 80,000-square-foot facility includes a 7,500-square-foot technical laboratory where all repairs are facilitated. With over a decade of experience in providing partners with cost-effective, reliable data collection solutions and superior warranty options for new and used equipment, TRG prides ourselves on the quality of service and support we provide to our partners.

Why Partner with Us?

- Bring additional value to your company while staying focused on core business objectives
- Increase customer satisfaction with timely and reliable service
- Deliver a higher, more measurable ROI
- Access to pre-owned barcode, data collection, and rental equipment designed to provide affordable options for budget constrained customers
- Gain the competitive edge by leveraging TRG's leading AIDC expertise as an extension of your company

Our Partnership Promise

VALUE. A dedicated and responsive team that delivers the highest quality in service.

EXPERTISE. Highly knowledgeable and skilled technical team at your fingertips.

LOYALTY. Providing dependable service and support.

Program Offerings

Repair Solutions

Count on TRG to be your trusted third party service provider. We work on your behalf to provide the highest quality of service and offer complete repair services for all manufacturer equipment.

Service	Turnaround Time	Benefit
Priority Replacement	Overnight / next day	For critical needs, unit is ready for production
Priority Service Plus	3 to 5 day	Prevent business interruptions
Repair Depot	5 to 7 day	Total coverage for normal wear-and-tear; includes labor and materials
Standard Service	7 to 10 day	Cost-effective for lower-priority equipment
Custom Programs	You Decide	Customized to your needs

ServiceHub

With ServiceHub, monitoring and managing repairs, warranties, and service tickets has never been easier. Utilize the TRG Partner Program to purchase licenses to implement ServiceHub within your organization, or to manage your Third Party Service contracts. Because ServiceHub was developed by TRG, it has the flexibility to be customized to meet your specific needs.



Wireless Site Survey

TRG Wireless can perform on our behalf, quick extensive site surveys to determine the efficiency of your clients wireless networks throughout their business.



Site surveys are invaluable to businesses that can yield:

- Stronger, faster and consistent internet for all end users
- Increased reliability and expanded wireless networks with less outages
- Reduction of downtime and increased security of your network

Refurbished Equipment / Trade In - Buy Backs / Rental Equipment

Did you know that TRG is one of the largest buyers of pre-owned barcode and data collection equipment; giving our partners access to a wide range of AIDC inventory? We will even purchase end of life surplus equipment for cash or work on consignment. Not only is all equipment rigorously tested to ensure it's ready for implementation when it reaches your customers' location, but it is also covered by the most extensive warranty in the industry.

Program Contact

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