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Macro is exceptionally qualified for retail systems maintenance and project services. Over our 18 years we have invested in people and technology and hardened our processes to support many world-class retailers at scale. We recognize that it is not one of these alone, but working in concert, provide a foundation for service delivery.

Security is fundamental to our operations. Macro is a Participating Organization in the PCI Council and a Qualified Integrator Reseller (QIR). In addition, a member of our Leadership team maintains the Payment Card Industry Professional (PCIP) designation to run lead on all security-related concerns and act as an advisor on projects involving sensitive customer information. Our CEO was formally the Chief Information Security Officer at a Fortune 40 retailer. See our policy statement available on our webpage.

Macro utilizes IFS as our Enterprise Service Management system. In 2020, IFS was recognized by Gartner for the [fifth time](#) as a leader in field service management above Oracle, Microsoft and Salesforce. IFS is fundamental to our operations in the management of inventory, warehousing, depot, field maintenance and project work. It enables Macro to maintain confidence with our customers in the integrity of their IT assets at all points in the process. Complete serial number tracking from receipt, warehousing, shipping, return and repair are maintained by default and made available through customer reporting portals providing real-time access to inventory, projects and service requests.

All of these services are delivered from one of two Macro warehousing and logistics centers in Greensboro, NC. These facilities are strategically located next to commercial freight carriers and national shipping providers FedEx and UPS. Macro also maintains a fleet of private service vehicles to service customer sites all along the East coast. We augment our W-2 technician workforce with a pool of vetted strategic contractors to deliver a reliable service experience. Our process to manage expectations is enabled by several world-class service manager and project management professionals.