



Global reach
Local knowledge

TOSHIBA
Leading Innovation >>>

Adapting to global needs while streamlining cost

Looking for a partner to help centralise corporate enterprise maintenance for its 47 subsidiaries around the world, Toshiba Global Commerce Solutions chose TMF Group because of its flexibility, dependability and cost-effectiveness.

About the client

Toshiba Global Commerce Solutions is retail's first choice for integrated in-store solutions and is a global market share leader in retail store technology. With a global team of dedicated business partners, Toshiba delivers innovative commerce solutions that transform checkout, provide seamless consumer interactions and optimise retail operations that are changing the retail landscape. Toshiba Global Commerce Solutions was formed in 2012 when Toshiba TEC acquired IBM's Retail Store Solutions global business, including development, manufacturing, sales and related in-store maintenance.

In our own words

"We have 47 separate corporate subsidiaries in different countries around the world. Historically, we used 47 different law firms (one in each country) and then we needed someone in-house to manage and consolidate that work. That seemed inefficient because this is routine, predictable, repeatable work.

"I've tried without success to convince some of the firms that consolidate our trademark and patent maintenance work to expand to corporate entity maintenance. I have been hoping that someone would step into that role for a long time but none of the large international law firms seemed interested. There are software vendors that offer products they claim enable a company to do this work in-house, but the software is expensive and the products are better suited to companies with large local back office operations. We have many countries where our local employees are fully occupied with our business operations and we need help with local governance."

How TMF Group helped us

"TMF Group surprised me with their capabilities to provide the support I've sought for many years. More importantly, they've been willing to evolve and adapt to provide new services where we need it. For example, our Treasury department uses them to provide local support for some of their banking needs. TMF Group gives us more flexibility in managing how we get things done."

In the future

"We were a divestiture - IBM sold the business to Toshiba TEC - and our current infrastructure was designed to acquire and integrate assets. We have studied our business and found ways to become more efficient in the future. This may lead to changes in our corporate entities. I am confident that TMF Group has the skills to assist us during this next stage in our transformation."

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Ken Hammer
SVP & Chief Legal Officer
Toshiba Global Commerce Solutions

TMF Group provides the following services to Toshiba Global Commerce Solutions:

- International Entity Management

