



Reasons to Buy MICROS from DCRS Solutions...

When comparing MICROS Systems from DCRS to others, **many items are not included in their offerings**. Make sure you are comparing apples-to-apples! Insure alternate vendors include these requirements, and don't allow them to be left off "because you don't need them" (translated as "lowest cost provider"). **And ask about their credit authorization support, technical certifications, business practices and other details, and get them in writing. Find out BEFORE you buy, NOT AFTER the sale**

SonicWALL Security Appliance MICROS e7, 3700, 9700 Systems

A premium, commercial-grade Firewall Security Router that guards against Internet attack problems and includes a software subscription that updates automatically--**low-end Routers or Firewalls without software are inadequate for a business**. The subscription provides Anti-Virus, Anti-Spyware, Intrusion Prevention and Content Filtering (at the internet point-of-entry), and is included, paid and updated automatically with any DCRS Support Plan.

Net Support Manager MICROS e7 PC; Micros 3700, 9700 Servers

A software subscription that provides a secure internet gateway to dial-in and make immediate repairs to your software---**and NSM has the comprehensive security lacking in pcAnywhere**. The subscription is included, paid and updated automatically with any DCRS Support Plan.

Virtual Technician MICROS 3700, 9700 Servers

A software subscription that remotely monitors Windows Operating System and specific software functions of your Dedicated POS Server, **to proactively identify a Server problem and alert us, even before you know and report it!** The subscription is included, paid and updated automatically with all DCRS Support Plans.

Anti-Virus & Anti-Spyware MICROS e7 PC; Micros 3700, 9700 Servers

A software subscription to **protect you from Virus attacks and damage** (at the PC or Server level)—it updates automatically. The subscription is included, paid and updated automatically with any DCRS Support Plan.

Diskeeper MICROS 3700, 9700 Servers

Software that automatically repairs disk fragmentation caused by Windows on your Server—it's set to run automatically overnight. **The Windows offering is manual, not automatic, and can take up to ½ hour or more.**

Crystal Reports runtime MICROS 3700 System

Software that provide the ability to **modify your reports**

HP Servers MICROS 3700, 9700 Servers

HP builds World-class name brand Server, known for their quality. Why buy a generic, no-name clone?

Memory increase in all HP Servers MICROS 3700, 9700 Servers

Memory is increased in every configuration **to increase the speed and performance of your Server**. HP Servers running Micros 3700 are 2Gb minimum (up to 4Gb); running Micros 9700 are 4Gb minimum (up to 8Gb).

Backup Hard Drives in all HP Servers MICROS 3700, 9700 Servers

The second hard drive automatic backs up the first hard drive, so you don't lose data when the first hard drive fails.

Credit Software from the POS Company MICROS e7, 3700, 9700 Systems

Credit Authorization software developed by MICROS, not a 3rd-party software company. Some POS vendors must interface to a 3rd-party. Coming from the same company **eliminates finger-pointing** between a credit software developer and a POS company, when problems occur.

Credit Support Network MICROS e7, 3700, 9700 Systems

The **only POS Company with a Credit Support Network is MICROS**. Merchant Link provides support over the entire process of authorizations, settlements, payments and deposits. With the separation of these specific functions, **no single participant** (the POS Company, the Processor, or the Depository Bank) **can diagnose a**

credit problem from start to finish. You may need to call 3 different Help Desks for a solution, sometimes in the middle of the night, and **you may find yourself caught in the middle of these 3 participants, with a possible hold-up of your funds while the problem is sorted out.** We can provide documented proof of the service this Support Network provides, just ask!

AMEX Direct feature MICROS e7, 3700, 9700 Systems
Feature is included with all MICROS Credit software, **saving hundreds of dollars or more annually** in American Express fees, by connecting directly to AMEX instead of the initial processor.

POS hardware & software from one Manufacturer MICROS e7, 3700, 9700
One of the few POS Companies that provides hardware for the software, MICROS **insures compatibility of both for the life of your product**, including future software upgrades.

Power Backup Unit MICROS e7 PC; Micros 3700, 9700 Servers
Provide power backup to the PC or Server during power interruptions.

Freight cost DCRS Solutions
Freight costs **clearly listed and included** in the proposal, not later on the invoice.

CompTIA Authorized Service Center DCRS Solutions
CompTIA A+ Authorized Service Center requires 50% of the staff has been A+ certified. **DCRS Service staff is 100% A+ Certified.** We know of no other St. Louis POS supplier having made this investment in Customer Service. Just say no to inferior service. Insist on a CompTIA Authorized Service Center.

Manufacturer Certified Staff DCRS Solutions
Our staff has completed extensive, in-depth formal training, including the operating system (often times the major problem source to you) and the application software. DCRS Solutions has:

- **12 Certified for the Micros e7 system**
- **12 Certified for the Micros 3700 system**
- **5 Certified for the Micros 9700 system**
- **4 Network+ Certifications**
- **2 Microsoft Certified Professionals (MCP)**
- **is a Microsoft Certified Solution Provider (MCSP)**

Incentive Awards DCRS Solutions
Your sales, installation, service and support staffs are paid incentives **to insure they secure your satisfaction for your purchase, your installation, and your satisfaction after every support call.**

Full Details in Writing DCRS Solutions
You get written details on Site Preparation, Warranty, Support Plans (including what is and is not covered), Training, Supplies, Freight costs, Documentation and Manuals, Equipment Placement, Equipment Care, Implementation Scheduling, Cabling, and Electrical wiring.

A Technician that works every Saturday DCRS Solutions
You get a person **that answers the phone, not a pager!**

You will become far more educated after purchasing and installing your "first" POS system. Unfortunately, many prospective customers do not find out the real differences between DCRS and others until after that "first" system purchase or installation. That is why many "new" DCRS customers were previously someone else's.

DCRS is in the business of CREATING and RETAINING customers

"It's unwise to pay too much, but it's worse to pay too little. When you pay too much, you lose a little money--that is all. When you pay too little, you sometimes lose everything, because the thing you bought was incapable of doing the thing it was bought to do. The common law of business balance prohibits paying a little and getting a lot--it can't be done. If you deal with the lowest bidder, it is well to add something for the risk you run, and if you do that you will have enough to pay for something better." --John Ruskin (1819-1900).