



When evaluating Large Enterprise Solutions, **differences are sometimes determined AFTER THE SALE...**

- ...did the alternative vendor include these items in their proposal?
 - ...were they left off to keep the proposal “low priced”?
 - ...are they just not available?
 - ...or did they add these items “after” you asked about them?
- ...we suggest you ask and find out before you buy!**

MICROS LES 9000 Solution	DCRS Solutions	Alternative Vendor
<u>LiveProtect Services with SonicWall</u>	YES	
<i>Our AntiVirus, AntiSpyware, Intrusion Prevention and Content Filtering subscription service (at internet point-of-entry) is included with our premium, business-grade SonicWall firewall.</i>		
<u>LiveAlert&Connect</u>	YES	
<i>Our PCI-validated, internet-based, hosted remote monitoring and access service reduces your costs, improves your confidence and avoids service interruptions by proactively alerting your support team before problems disrupt your business operations. This Trustwave Certified solution also provides instant remote access without compromising PCI Security requirements, to allow us to repair your problems instantly.</i>		
<u>LiveAntiVirus (with AntiSpyware)</u>	YES	
<i>Subscription services at the desktop level of your POS Server (and/or PCs) to protect you from Virus attacks and damage—with automatic updates, and automatically renewed with your LiveHelp Plan renewal.</i>		
<u>Disaster Recovery & Defragmentation Kit</u>	YES	
<i>Disaster Recovery software licensed on an additional HD, to image the 1st HD daily, enabling a full system recovery in less than 1 hour after the repair of the 1st HD's catastrophic failure. Auto defragmentation software automatically repairs disk fragmentation caused by Windows on your Server—running automatically.</i>		
<u>Workstation 5a Touchscreen w/Mag Stripe Reader</u>	YES	
<i>Compact, All-in-One, Solid State Construction provides Lowest Cost of Ownership and Downtime (No Fan, Hard Drive, or Moving Parts) and Least Chance of Virus Attack (Windows CE).</i>		
<u>HP RAID Controller Server</u>	YES	
<i>HP builds World-class name brand Servers. HP RAID Servers include 3 hard drives.</i>		
<u>Power Backup Unit</u>	YES	
<i>Power backup to Server during power interruption</i>		
<u>Visa Validated Payment Application</u>	YES	
<i>MICROS LES 9000 V3.6 is PCI and PA-DSS validated.</i>		
<u>Freight</u>	YES	
<i>Clearly listed and included in the proposal, not later on the invoice.</i>		

Employee Incentive for Your Satisfaction YES
Our Satisfaction and Support Call programs help insure that you are satisfied, not only with your system and installation, but also with your service long after the installation.

Full Credit Software & Settlement support YES*
*...with the Credit Card Bank
...with the Processing Bank
...with the Depository Bank
...with the Authorization Network*

Your Support Plan includes fees paid to the premier Credit Network Support Company (Merchant Link, owned by Chase) that supports your authorizations, settlements, payments, and deposits, **end- to-end. Due to the separation of functions, **no single participant** (POS Company, Processor, or Depository Bank) **can diagnose credit card problems from start to finish. Without this support, you will have to call as many as 3 different Help Desks for a solution (many times in the middle of the night). You are now caught in the finger-pointing of 3 participants, facing possible delays of funds while the problem is sorted out.***

Customer Information (in writing) YES
Our Information document puts all Planning & Preparation details in writing, including Site prep, Warranty, Support plans, Training, Supplies, Freight, Equipment placement & care, Implementation Scheduling, Cabling, Electrical Wiring, Security, Antivirus, and PCI Data Security Standard.

Customer Support User's Guide (in writing) YES
Our Guide puts all the details in writing, for exactly what is and is not covered.

On Call Technician 24 x 7 YES
On-Call Technician is available 24x7, and is actually in the office and answers the phone on a Saturday!

Flexible Support Plans YES

A buyer becomes more educated after purchasing and installing their "first" POS system. Unfortunately, many "prospective" customers do not find out 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).