



Delivering Certified Results & Satisfaction

When evaluating Restaurant POS Systems, **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!**

<b>Oracle Hospitality RES System</b>	<b>DCRS Solutions</b>	<b>Alternative Vendor</b>
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<u>LiveProtect Services with SonicWALL</u>	YES	
<i>(Required for integrated Credit) Our AntiVirus, AntiSpyware, Intrusion Prevention and Content Filtering subscription service (at internet point-of-entry) is included with our premium, business-grade SonicWALL firewall. <b>Low-end routers &amp; firewalls without software are inadequate for business.</b></i>		

<u>LiveAlert&amp;Connect</u>	YES	
<i>Our internet-based, hosted remote monitoring and access service for your store reduces your costs, improves your confidence and avoids service interruptions by proactively alerting your support team before problems disrupt your business operations. This <b>Trustwave Certified solution also provides instant remote access without compromising PCI Security requirements</b>, 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 <b>protect you from Virus attacks and damage</b>—with automatic updates, and automatically renewed with your LiveHelp Plan renewal.</i>		

<u>Disaster Recovery &amp; Defragmentation Kit</u>	YES	
<i>Disaster Recovery software licensed on an additional HD, to image the 1st HD daily, <b>enabling a full system recovery in less than 1 hour after the repair of the 1st HD's catastrophic failure.</b> Auto defragmentation software automatically repairs disk fragmentation caused by Windows on your Server—running automatically overnight. <b>The offering in Windows is manual, not automatic, and takes up to ½ hour or more.</b></i>		

<u>LiveBackup (Offsite Backup Services Option)</u>	YES	
<i>Offsite Backup service to POS Critical Files, for Unlimited POS files</i>		

<u>Workstation 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). <b>Why use a PC for POS?</b></i>		

<u>Wireless 8" Tablet</u>	YES	
<i>Low cost 8" tablets bundled with a 12 Month Depot Warranty program from Dell, with an available option to add an integrated sleeve containing a Mag Stripe Reader or a Mag Stripe Reader with Imager-Scanner.</i>		

<b>Wireless Tablet w/Mag Stripe Reader</b>	<b>YES</b>
<i>Highly Ruggedized device suited for the harsh conditions of hospitality, bundled with a 12 Month Depot Warranty program from DT Research, extended life battery and integrated Mag Stripe Reader—all standard.</i>	
<b>HP Server</b>	<b>YES</b>
<i>HP builds <b>World-class name brand Servers, known for their quality.</b> Why buy a no-name clone?</i>	
<b>Dual Hard Drives in HP Servers</b>	<b>YES</b>
<b>Adequate Memory</b>	<b>8GB</b>
<i>Added memory provides <b>better speed &amp; performance</b> to your Server</i>	
<b>Uninterruptable Power Supply</b>	<b>YES</b>
<i>True UPS to provide <b>uninterruptable power backup</b> to Server during power interruptions</i>	
<b>Validated Payment Application</b>	<b>YES</b>
<i>MICROS RES V5.x is <b>PCI and PA-DSS validated.</b></i>	
<b>Freight</b>	<b>YES</b>
<i>Clearly listed and included in the proposal, not later on the invoice.</i>	

<b>COMPANY ANALYSIS</b>	<b>Oracle   MICROS &amp; DCRS</b>	<b>Alternative Vendor</b>
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<b>Years in business</b>	<b>40</b>
<i>Oracle   MICROS</i>	
<b>Public Company</b>	<b>NYSE</b>
<i>Oracle   MICROS, the Manufacturer (ORCL)</i>	
<b>Hardware &amp; Software: same Manufacturer</b>	<b>YES (Oracle   MICROS)</b>
<i>Insures compatibility, now and in the future (no finger-pointing)</i>	
<b>Credit Software from POS Manufacturer</b>	<b>YES (Oracle   MICROS)</b>
<i>Developed by Oracle   MICROS, not a 3rd party company; eliminates finger-pointing when problems occur.</i>	
<b>'15 Revenue of Manufacturer</b>	<b>\$38 Billion (Oracle   MICROS)</b>
<b>'15 Employee count of Manufacturer</b>	<b>122,000 employees</b>
<i>Determines likelihood of remaining in business; Oracle is the 2<sup>nd</sup> largest software company in the world</i>	
<b>'14 R&amp;D Expenses of Manufacturer</b>	<b>\$5.524 Billion</b>
<i>Determines likely availability of software upgrades; Oracle's annual R&amp;D investment is greater than most competition's total sales.</i>	
<b>Years in business</b>	<b>40 (DCRS)</b>
<b>Years of Hospitality &amp; POS experience</b>	<b>400+ (DCRS)</b>
<b>Local employees dedicated to POS only</b>	<b>20+ (DCRS)</b>
<i>Dedicated to your POS needs, not other business equipment like copiers, faxes, etc.</i>	
<b>A+ Certifications from Comp TIA</b>	<b>10</b>
<b>Network + Certifications from Comp TIA</b>	<b>7</b>
<i>Computer Technology Industry Association certifies competency &amp; commitment to computer repair &amp; software.</i>	
<b>PCI –SSC Qualified Integrators and Resellers (PCI-QIR) Company</b>	
<i>VISA has issued a mandate that all Payment Application installs are performed only by QIR Certified Companies as of March 31, 2016.</i>	

Microsoft Certified Professionals (MCP) 6 (+2)

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Microsoft certifies individual's competency & commitment to the operating system.

Microsoft Certified Solution Provider YES (DCRS)

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Microsoft certifies a company's competency & commitment.

SonicWALL Certified Security Administrators YES-4

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SonicWALL certifies individual's competency & commitment to the managed subscription services.

MICROS Product Certified employees 16 (DCRS)

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Formal product training certifies competency & commitment.

Employee Incentive for Your Satisfaction YES

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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\*

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...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.

PCI-Wise Certified by RSPA employees 13

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Retail Solution Provider Association (RSPA) certifies individual's knowledge of PCI-Data Security Standards.

Customer Information (in writing) YES

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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

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Our Guide puts all the details in writing, for exactly what is and is not covered.

On Call Technician 24 x 7 YES

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

Flexible Support Plans YES

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**MICROS RES Features** **DCRS Solutions** **Alternative Vendor**

**CLOUD Reporting & Analysis (multi-store) YES, low cost option**

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**CLOUD Gift Card & Loyalty (multi-store) YES, low cost option**

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Transaction Analyzer Software YES, option

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Alert Manager Software YES, option

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<u>Kitchen Speed of Service Software</u> <i>(Includes Management &amp; Reporting; Hardware additional)</i>	YES, option
<u>Guest Services / Frequent Guest Software</u> <i>(Multiple plans)</i>	YES, option
<u>Gift Card Software (single store)</u>	YES, option
<u>Delivery Software</u> <i>(Multiple last orders, delivery zones, Caller ID)</i>	YES, option
<u>Table Management Software</u>	YES, option
<u>Labor Management/Human Resource Software</u>	YES, option
<u>Payroll Pre-processing</u>	YES, option
<u>Both Hourly &amp; Salaried Job Type Tracking</u>	YES
<u>Workstation Redundancy (stand-alone)</u>	YES
<u>Thin Client with Stand Alone Resiliency</u>	YES
<u>Crystal Reports runtime</u> <i>Software that provides the ability to <b>modify reports</b></i>	YES
<u>Beverage Comparison to Guest Count</u> <i>(With Prompting: Beverage Control)</i>	YES
<u>Menu Item File</u>	999,999,999
<u>Flexible Touchscreen Design</u>	YES
<u>Online Documentation</u>	YES
<u>Screens / Items updated "on the fly"</u> <i>(While running, without reboot)</i>	YES
<u>Content Sensitive Help</u> <i>(Built-in)</i>	YES
<u>Insert/Change a Forced/Req'd Condiment</u> <i>(Without voiding the Items)</i>	YES
<u>Software Development Tools</u> <i>System Interface Module (allows development external to the application, without a new version of software)</i>	YES, option
<u>Credit Card Authorization Redundancy</u>	YES, option
<u>Custom / Modify Report Writing</u>	YES, option
<u>Enterprise Management</u>	YES, option

Enterprise Office	YES, option
File Server Redundancy (back-up server)	YES, option
Menu Item Recipe Look-up (With Nutritional and Prep Instructions)	YES, option

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).***