

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!

Oracle Hospitality Simphony	DCRS Solutions	Alternative Vendor
<u>LiveProtect Services with SonicWALL</u>	<u>YES</u>	
<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>	<u>YES</u>	
<i>Our 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>	<u>YES</u>	
<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>	<u>YES</u>	
<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 Touchscreen w/Mag Stripe Reader</u>	<u>YES</u>	
<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>Wireless Hand Held w/Mag Stripe Reader</u>	<u>YES</u>	
<i>Highly Ruggedized device suited for the harsh conditions of hospitality, bundled with a 3 Year comprehensive service program from DT Research, extended life battery and integrated Mag Stripe Reader—all standard.</i>		
<u>Wireless Tablet w/Mag Stripe Reader</u>	<u>YES</u>	
<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>		
<u>HP RAID Controller Server</u>	<u>YES</u>	
<i>HP builds World-class name brand Servers. HP RAID Servers include 3 hard drives.</i>		
<u>Uninterruptable Power Supply</u>	<u>YES</u>	
<i>True UPS to provide uninterruptable power backup to Server during power interruptions</i>		4.29.16

Validated Payment Application	YES
<i>MICROS Symphony V1.6 is PCI and PA-DSS validated.</i>	
Freight	YES
<i>Clearly listed and included in the proposal, not later on the invoice.</i>	
Software Development Tools	YES
<i>System Interface Module (allows development external to the application, without a new version of software)</i>	

COMPANY ANALYSIS Oracle | MICROS & DCRS Alternative Vendor

Years in business	40
<i>Oracle MICROS</i>	

Public Company	NYSE
<i>Oracle MICROS, the Manufacturer (ORCL)</i>	

Hardware & Software: same Manufacturer	YES (Oracle MICROS)
<i>Insures compatibility, now and in the future (no finger-pointing)</i>	

Credit Software from POS Manufacturer	YES (Oracle MICROS)
<i>Developed by Oracle MICROS, not a 3rd party company; eliminates finger-pointing when problems occur.</i>	

'15 Revenue of Manufacturer	\$38 Billion (Oracle)
'15 Employee count of Manufacturer	122,000 employees
<i>Determines likelihood of remaining in business; Oracle is the 2nd largest software company in the world</i>	

'15 R&D Expenses of Manufacturer	\$5.524 Billion
<i>Determines likely availability of software upgrades; Oracle annual R&D investment is greater than most competition's total sales.</i>	

Years in business	40 (DCRS)
Years of Hospitality & POS experience	400+ (DCRS)

Local employees dedicated to POS only	20+ (DCRS)
LOCAL STAFF dedicated to your total POS support needs, not dependent on third-party for onsite service.	

A+ Certifications from Comp TIA	10
Network + Certifications from Comp TIA	7
<i>Computer Technology Industry Association certifies competency & commitment to computer repair & software.</i>	

PCI –SSC Qualified Integrators and Resellers (PCI-QIR) Company	
<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)
<i>Microsoft certifies individual's competency & commitment to the operating system.</i>	

Microsoft Certified Solution Provider	YES (DCRS)
<i>Microsoft certifies a company's competency & commitment.</i>	

SonicWALL Certified Security Administrators	YES-4
<i>SonicWALL certifies individual's competency & commitment to the managed subscription services.</i>	

MICROS Product Certified employees 7 (DCRS)
Formal product training certifies competency & commitment.

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.*

PCI-Wise Certified by RSPA employees 13
Retail Solution Provider Association (RSPA) certifies individual's knowledge of PCI-Data Security Standards.

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).