



Reasons to Buy Oracle Hospitality (*formerly MICROS*) from DCRS Solutions...

When comparing our Systems to others, compare apples-to-apples! Insure any alternate vendor includes these necessities, and don't allow them to leave them off "just to make a sale" (translated as "lowest cost provider"). **Ask about their Credit support, Technical Certifications, other business practices, and get them in writing.**

Find out BEFORE you buy, NOT AFTER the sale.

LiveProtect Services & SonicWALL Security

Our AntiVirus, AntiSpyware, Intrusion Prevention and Content Filtering subscription service (at internet point-of-entry) is included with our premium, business-grade SonicWALL firewall. **Low-end routers & firewalls without software are inadequate for business.**

LiveAlert&Connect MICROS e7 PC, MICROS 3700 & Symphony Servers

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 **Trustwave Certified solution also provides instant remote access without compromising PCI Security requirements**, to allow us to repair your problems instantly.

LiveAntiVirus (with AntiSpyWare) MICROS e7 PC; MICROS 3700, Symphony Servers

Subscription services at the desktop level of your POS Server (or e7 PC) to **protect you from Virus attacks and damage**—with automatic updates, and automatically renewed with your LiveHelp Plan renewal.

Disaster Recovery Protection & Auto Defragmentation Kit MICROS 3700, Symphony Servers

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 overnight. **The offering in Windows is manual, not automatic, and takes up to ½ hour or more.**

HP Servers MICROS 3700, Symphony Servers

HP builds World-class name brand Desktops & Servers, known for quality. Why buy a generic, no-name clone?

Additional Hard Drives in HP Servers MICROS 3700, Symphony Servers

Memory increase in all HP Servers MICROS 3700, Symphony Servers

Memory is increased in every configuration **to increase the speed and performance of your Server.** HP Servers running Micros 3700 are 8 GB; those running Micros Symphony are typically up to 16 GB or more.

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

Credit software developed by MICROS, not a 3rd-Party software company. Most POS interface to a 3rd-Party. This **eliminates finger-pointing** between the POS Company and the software developer, when problems occurs.

Credit Network Support MICROS e7, 3700, Symphony Systems

MICROS: The POS Company **with Credit Network Support.** 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. **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 value of this service, just ask!

POS hardware & software from one Manufacturer MICROS e7, 3700, Symphony

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.

Workstation 5a (or Ws6) Touchscreen POS hardware MICROS e7, 3700, Symphony

Compact, All-in-One, Solid State Construction provides Lowest Cost of Ownership and Downtime (No Fan, Hard Drive, or Moving Parts-Ws5a) and Least Chance of Virus Attack (Windows CE-Ws5a).

Power Backup Unit

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 that has 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, with:

- **PCI –SSC Qualified Integrators and Resellers (PCI-QIR) Company**
- **10 Certified for the Micros e7 system**
- **11 Certified for the Micros 3700 system**
- **6 Certified for the Micros Symphony system**
- **10 A+ Certifications**
- **7 Network+ Certifications**
- **6+ Microsoft Certified Professionals (MCP)**
- **Microsoft Certified Solution Provider (MCSP)**
- **4 SonicWALL Certified Security Administrators**

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 every support call. We invest in insuring satisfaction.**

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!**

Opening a new business or automating an existing one is stressful enough. If you have similar concerns, invest in a company that **others say** provides memorable customer service.

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).