



When evaluating Restaurant POS Systems, ***differences are sometimes determined AFTER THE SALE...***

## **Systems offered from DCRS...**

1<sup>st</sup> month of SaaS included in your contract

Industry Standard Peripherals in Epson Printers and APG Cash Drawers

Business Class Firewall – SonicWALL, to protect your POS Network and adhere to PCI Guidelines. First year subscription included with purchase. DCRS will manage ongoing subscriptions on your behalf.

1000Mbps Ethernet Switch

Magnetic Cards for your Staff included with every system

12 month Hardware Depot warranty with DCRS. No shipping hardware all over the world, simply bring to us and we'll replace or fix, right here in our office.

Not to exceed Professional Services and Installation (see below)

Fully Certified with POS Vendor. Everything from Sales, to Installation to Support comes through DCRS, we use no 3<sup>rd</sup> parties or contractors.

## **POS Implementation from DCRS...**

Planning Meeting...DCRS Project Manager and Dedicated Installation Specialist to review expectations of the system purchased

Site Survey...review existing setup to determine what can be reused or what needs to be installed from a networking standpoint.

Database Programing...Installation Specialist to program all menu items, modifiers, employees, taxes, etc.

Database Review...review menu design (face to face) to discuss any changes that might be needed prior to training.

Management & Employee Training...Installation Specialist to train all management staff and assist in all employee training at DCRS Solutions or Customers site.

Installation...Installation Specialist to install everything once you are ready to go live, no subcontractors needed!

Live Support...we will be there with you for your opening shift to ensure everything is setup to your liking, as well as review your first days reporting and credit card deposits.

Post Live Follow up...our Project Manager will follow up to ensure you are 100% satisfied and your Installation Specialists will be available should you have any questions during your first week.

## **DCRS Employees and our Certifications...**

42 Years in Business

26 employees dedicated to POS

9 A+ Certifications from Comp TIA, certifies competency and commitment to computer repair and software

8 Net+ Certifications from Comp TIA, validates essential knowledge and skills needed to design, configure, manage and troubleshoot any wired and wireless networks.

PCI-SSC Qualified Integrators (6) and Reseller, Visa mandate that all Payment Application installs are performed only by a QIR Certified Company as of March 31, 2016.

3 SonicWALL Certified Security Administrators, certifies competency and commitment to managed subscription services.

2 Security+ Certifications from Comp TIA, validates security knowledge and skills. Covers the essential principles for network security and risk management.

5 MCP's (Microsoft Certified Professionals), certifies competency and commitment to a MS operating system.

13 PCI Wise Certifications, by RSPA, certifies individuals knowledge on PCI-Data Security Standards

24 x 7 Support, all employed by DCRS, no 3<sup>rd</sup> parties or subcontractors.

Customer Support Users Guide, in writing. Our Guide puts all the details in writing for exactly what is covered.

## **Cloud Systems features (all systems are not alike)...**

Real Time Reporting, anytime, anywhere

Tablets for handheld and tableside ordering

Kitchen Display System, better manager incoming orders and improve turnaround times

Labor Reporting, automatically track hours, pay and productivity and simplify close out

CRM and Analytics, provides spend insights and improves marketing

Loyalty, integrated at payment to get more customers to opt in

Gift Card (both electronic and physical)

Inventory, real-time updates that make for better informed decisions to improve your bottom line

Online Ordering, eliminate vendor fees and easily push updates from your POS

Kiosk, simplify the guest ordering experience, improve speed of service and order turnaround

IBeacon Technology to alert guest when they enter a specific restaurant

Scan to Pay, give guests the power to control their checkout experience

EMV and NFC, avoid the liability shift from the card brands

Host Waitlist, send text message to a mobile phone when a guest's table is ready

Android and iOS

Notifications when orders are ready

Split Checks and Menu Items

Digital Receipts (email or text), cut down on paper costs

Product Mix Reporting to identify your top menu groups, items and modifiers

Quick Edit Mode

86 Countdown, to allow servers to know what you are out of

Delivery Dispatch, assign delivery orders, provide directions and manage drivers

Signature Capture, capture a customer's signature without a receipt, saving time and money

Caller ID, know who is calling so that a customer profile is available when the call is answered

***"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).***