

Professional Services From Datasym POS Systems



DATASYM

Total POS Solu

At Datasym, we are the leading, Complete POS Solutions provider in the industry. Our success has been built on a unique combination of innovation and customer needs fulfillment. We don't simply provide Hardware, Software, or Professional Services, but are able to deliver a **Total POS Solution™**, all from a single source, and customized to meet your store's individual needs.

Our complete package encompasses our **full-function Hardware**, known worldwide as the most durable, cost-effective, easy-to-use Solution for your POS needs; our **unique Software**, which has time & again been considered as the industry leader in innovation & functionality; and the industry's best kept secret, Datasym's **integral Professional Services**, which helps put the finishing touches on the entire package.

With Datasym's Professional Services, we can help ensure that you get a POS Solution that fits your needs, not ours. From **Service Logistics & Custom Software Development to Professional Training & Customer Support**, we address each of your potential needs and provide you with the support & service you require.

And if you don't see the service that fits your particular concern, just let us know, and we'll create a special solution just for your business.

IF I'M NOT EVEN SURE WHAT MY BUSINESS NEEDS, HOW CAN DATASYM HELP ME?

– SERVICE LOGISTICS –

Some manufacturers would have you believe that their products fit your needs without ever trying to find out what your needs are. Our products are created from specific market & client demands, but we also believe that each customer is unique, and may desire that extra degree of planning & assessment to ensure that they obtain a POS System that is a Solution, not just a product. For those clients, we would like to introduce **Service Logistics**, the most diverse division within Datasym's Professional Services department.



Service Logistics encompasses all three stages of assessment and planning, starting from working with you to help determine what your current POS needs are. Then, if the decision is to purchase or upgrade your current system, Datasym can use the original determination/assessment to customize your new POS System, and maximize its benefit to you. Finally, after installation, we can help you plan for smooth implementation of upgrades, as may be needed to meet expected future growth.

The essence of each Service Logistics program is to maximize the productivity of your business, and maximize the benefit of your POS System. Ask us to create a program for you, or choose from any of our wide range of programs, including:

- **Operations Analysis.** Store operations are studied, and recommendations are made as to how to improve processes in order to maximize the benefit of your Datasym POS System. Additionally, our goal is also to make the conversion to your new System as seamless as possible, so as to minimize any potential disruption of your store's operations.
- **Needs Analysis.** Here, the goal is to ensure that your new Datasym POS System is fully integrated with every facet of your business, so it can provide the greatest advantage for each level of your store's operation. Our Planners will meet with you to discuss your needs & objectives, work closely with your in-store staff, audit internal



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meetings at head office, and do a complete business review of your operations. This thoroughness ensures that your System will meet your needs both now and for the years to come.

- **Existing Peripheral Evaluation.** If you have existing peripherals, we can test your current equipment to ensure it's compatibility with your new Datasym POS System, thereby saving the expense of having to replace them.

- **Peripheral Evaluation.** With Peripheral Evaluation, our technicians can run compatibility tests to ensure that any new peripheral you choose will function with your Datasym POS System. This service is also valuable for future planning (i.e., if you decide to upgrade and require the addition of new peripherals).

- **Keyboard Design/Production Keytopping.** To help minimize the potential gap in staff productivity, with the switchover to a new System, we can customize the design of your Terminal keyboard, and co-ordinate keytopping of your new Terminals at our factory, so they will be complete prior to the Rollout's first shipment.



- **Project Implementation.** Probably the most stressful part of the entire process occurs during the Rollout design and co-ordination. Our Project Implementation program directly reduces that stress as we assume all the tasks at hand. We will design a Rollout plan & schedule, obtain dealer

quotes for your approval, implement the approved plan, co-ordinate equipment delivery, installation, training & testing, and document the entire process, both for future reference and to ensure that no mistakes are made.

- **Consulting Services (Specification Development).** We will work with you on an ongoing basis, during each planning stage, and use information obtained in the consultation phase, to help ensure that your POS System operates with the highest efficiency on a day to day basis, and is positioned to handle the challenges of future growth.

- **Custom Documentation.** For the purposes of training and future reference, we will design, test, and finalize user manuals, manager manuals, and store procedures – all of which are customized to fit your specific needs.



- **Program Design.** As a final step in the implementation of your new POS Solution, Datasym can also custom program each Terminal to meet your specific requirements. This further helps to ensure that the transition to your new System is virtually seamless.

MOST PRODUCTS SAY THEY MEET MY STORE'S NEEDS, BUT ALWAYS FALL SHORT. WHY WOULD DATASYM BE ANY DIFFERENT?

– CUSTOM SOFTWARE DEVELOPMENT –

Most companies make a standard product and then fit it into different market segments. At Datasym, we create products from specific market & client demands, so you always know that our products will fit your needs. Then, we take that ideal one step further by offering our **Custom Software Development** program. Datasym's CSD program is designed for those companies whose special needs require a unique solution that can only be met by a custom-designed product.

Over the years, this ability and willingness to develop products that fit each customer's specific needs has given us a unique reputation in the marketplace, given us the status as the industry leader in POS Software, and is part of the reason why we are known as the **leading Single Source POS Solutions Provider in the industry.**

MY STAFF HAS A DIFFICULT TIME ADAPTING TO NEW EQUIPMENT, HOW CAN DATASYM HELP ME?

– PROFESSIONAL TRAINING –

In today's retail environment, it's vitally important to have new and existing employees up to speed and functionally able on the first day. That is why Datasym's products are designed to be **easy-to-learn** and **easy-to-use**, allowing your staff to quickly familiarize themselves and adapt to our Systems. We can also offer all of your stores a variety of **Professional Training** programs to help ensure that each employee is indeed fully functional and efficient from the very first day. Professional Training allows for fewer mistakes, which means improved productivity & morale, reduced turnover, and an overall stronger bottom line.

To further meet your needs, Datasym offers training in a variety of locations – everything from on-site at Datasym’s Head Office, your own stores, or a single regional location. We also now offer all of our training programs on CD-ROM, to serve as a refresher course for existing employees, or as a training option for new employees.

Training can range from:

- **Terminal Operation**, for in-store staff
- **Repair Training**, for larger companies who prefer tighter control over their day-to-day operations by performing their own hardware maintenance & repair
- **Operational Head Office Software**, for back-office administrative staff

AFTER INSTALLATION HOW WILL DATASYM BE ABLE TO HELP US WITH PROBLEMS & QUESTIONS WE MAY HAVE?

– CUSTOMER SUPPORT –

We have all experienced the troubles of getting help when a problem arises, as many manufacturers seem to have made Customer Support a thing of the past. At Datasym, we understand those frustrations, and listened when our customers asked us to create an on-going service that they could rely on after installation. Welcome to Datasym’s **Customer Support**.



As with all of our Professional Services, choose the level of service you need, by selecting from a variety of standard services, or asking us to create a package to meet your special needs. Standard Customer Support packages include:

- **Telephone Support.** From Full Business Support of 24 hours/7 days a week to Basic Business Support of daytime hours/5 days a week, or anything in between. Fully trained Support staff will be available to help your individual stores through any number of hardware or software questions, or technological difficulties that may arise.
- **Depot Maintenance.** Popular with larger companies that have stores concentrated in single geographic locations, the Depot Maintenance Support program all but eliminates downtime in the case of Hardware difficulties. If any of your stores should have a Terminal problem, return it to the specified Datasym warehouse, and a new pre-configured terminal will be returned back to you the next morning. The original machine is then repaired at Datasym head office and is inventoried at the Depot for the next such emergency.

- **Primary & Secondary Dealer Support System.** The PSDSS program was designed to minimize downtime. With this program, a Primary Dealer (chosen from our North America-wide Dealer Network) is designated to handle your technical problems. If the Primary Dealer, for any reason, estimates that they cannot arrive at your store within a reasonable period of time, a Secondary Dealer Support Team will be dispatched to assist you.

Overall, the goal of each Datasym Customer Support program is to assist you in reducing lane downtime in order that you can continue to meet the needs of your customers, maintain & improve the morale of your managers & staff, and improve your overall profitability.

CONCLUSION: MAXIMIZE YOUR PRODUCTIVITY

In business, you obtain a product or service because it helps you run your business better. With Datasym’s Professional Services you have a series of Service programs that each go beyond what other manufacturers offer, in order to truly address your unique needs. With our Professional Services, **you set the goal** and we help you meet it, it’s that simple!

Want to improve your processes? Have a superior level of Customer Support when you need it most? Or maybe your business has a POS problem that can only be met with a Software package that was developed just for your stores. Whatever your POS needs, we can help your business, and in the end,

maximize your productivity.

DATASYM

With almost two decades of experience in the POS Industry, helping businesses work more efficiently, Datasym is more than just another manufacturer. Datasym is the industry leader in POS Software, and one of the only companies who can successfully claim to be a Single Source Provider (i.e., manufacturers of both POS Hardware & Software, and providers of Professional Services).

As your business grows and changes, you will need the security of a company who will adapt with you. Datasym’s products have been developed from specific Market and Client needs. It is this responsiveness that has made us the Industry leader and ensures that Datasym will continue to meet your needs.

DATASYM’S BOTTOM LINE INVITATION...

At Datasym, our mandate is to help your “Bottom Line”. We’re so confident that our Complete POS Solutions will improve the way you do business, that we invite you to call our Professional Services Industry Manager to get a personal assessment on how Datasym & our Professional Services can help maximize your productivity.



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