

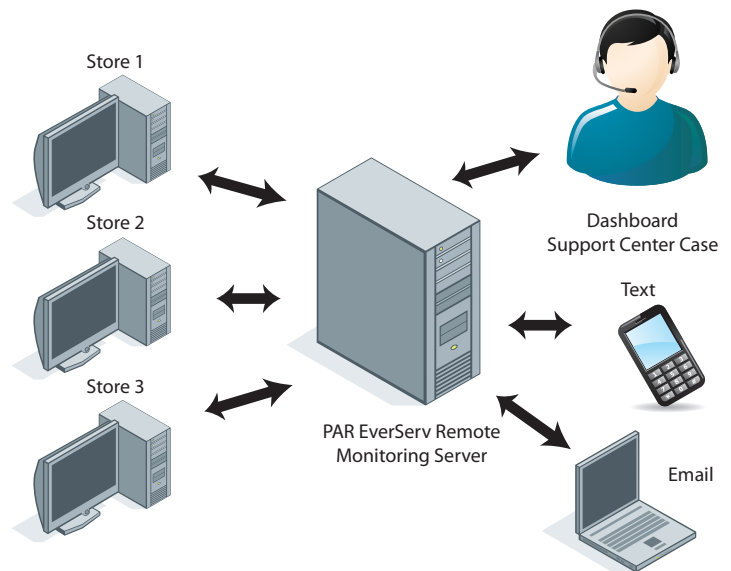
Keep your POS systems running at peak performance with PAR EverServ Remote Care.

PAR EverServ Remote Care is a service provided by PAR which remotely manages your information technology (IT) infrastructure such as POS terminals, manager workstations, and other network devices to help maintain and ensure a secure and reliable system with maximum uptime.

Whether you are the owner/operator of a single unit or a manager responsible for thousands of sites, maintaining your POS system is important for serving your customer. EverServ Remote Care is a PAR-hosted, Software-as-a-Service (SaaS) Web-based proactive IT Life Cycle management offering designed to perform routine IT maintained tasks and proactively monitor your POS system to keep it running at peak performance. Through the use of software agents deployed at the client site, PAR can remotely monitor and manage the client's systems, including the following components:

- Asset monitoring and reporting (hardware and software)
- Proactive monitoring of your system's hardware health
- Microsoft® Windows® profile management
- Secure remote access with a two factor authorization option to meet PCI requirements
- POS and 3rd party application monitoring with self-healing capabilities
- Microsoft® Operating System security patch management
- Enterprise managed antivirus (optional)
- Disaster backup and recovery (optional)

Remote Care can be used across any Windows, MAC or Linux based POS System or PC including PAR and mixed POS environments.



Benefits:

Improved POS System Up-time – Proactive monitoring of your systems helps resolve little problems before they become big problems and helps maximize the performance of your systems.

Reduce IT Headaches for Store Managers – Remote Care takes care of the routine IT tasks that burden your store management, which allows them to spend time servicing your customers.

Ensures Compliance with Security Regulations – Remote Care monitors your system to make sure your system is up to date on the most current security patches, which helps you stay compliant with PCI requirements.

Easy Installation – A small software agent self-installs on the devices to be monitored and no other software is necessary to install.

Simple to Add New Services – Once the agent software is installed, the system is designed to easily add optional services without any future time required by in-store staff.

Robust Reporting – Extensive reporting is available on assets, system health, patch status, antivirus status, and activities performed.

PAR EverServ® Remote Care Features:

Asset Monitoring and Reporting – Provides reporting on individual machines, sites or across the entire organization:

- Hardware reports include model and serial numbers for inventory tracking
- Software reports include application, version, and vendor for license tracking and auditing
- Monitors for changes in assets and generates an alert when there is a change from one audit period to another

Hardware Health – Proactive monitoring of hardware (POS and back office computers) to identify issues before they cause a failure:

- Fan Speed
- Voltages
- Temperature
- Hard Drive Read/Writes
- Processors
- Memory
- Network

Microsoft Windows® Profile Management – Monitor and manage Windows profile to optimize performance:

- Ability to blacklist applications from executing
- Monitor/block removable media (USB, CD/DVD)
- Maintain a standard configuration for systems from site to site
- Force other settings to optimize POS functionality

Secure Remote Access – Remote desktop control for troubleshooting customer support cases:

- Access performed in a secure manner to maintain the customer's PCI compliance
- Two methods for making/allowing connections
 - Attended access – the end user accepts the incoming connection request before the connection is established and access is provided to the system
 - Unattended access – nobody needs to be on the other side to establish the connection. This method requires 2 factor authentication to meet PCI requirements (Section 8.3)
- All connections are logged for reference/reporting

Enterprise Antivirus (optional) – Deployment and management of antivirus applications from a central location.

- Install and configure antivirus profile based on the particular POS application
- Update antivirus application and definition files
- Define and monitor virus scan schedules
- Auto removal of virus when possible
- Create alerts when viruses are found
- Prevent local removal or disabling of antivirus
- Dashboard and reporting of antivirus status/activity
- Auto antivirus license renewal

Application Monitoring with Self-Healing – Proactively monitors any application, log file, service or process:

- Create alerts when something goes wrong (email/text message)
- Automatically initiates a resolution script (when possible) to automatically resolve the issue without human involvement from store personnel to minimize disruptions

Operating System Security Patch Management – Performs operating system patch scans at predefined intervals to ensure critical operating system patches are completed within 30 days of release as required by PCI

- Allows individual machines, sites or group of machines to belong to the patch policy
- Only tested and approved patches will be deployed
- Control when patches are applied and reboots occur to minimize disruptions
- Manage and monitor patch status from dashboard reports

Disaster Backup and Recovery (optional) – Integrated solution that creates a complete snapshot of the hard drive folders and partitions to simplify recovery if a failure occurs:

- Centralized Web-based administration of all features
- Remote backup administration eliminate on-site visits
- Consolidated, easy-to-read alerts for failed cycles
- Backup can be stored on internal drive, USB hard drive, or network drive via UNC path



ParTech, Inc. (PAR), a wholly owned subsidiary of PAR Technology Corporation, has built its more than three decades of success around delivering advanced point-of-sale and enterprise back-office solutions for restaurant operators worldwide. PAR has provided hardware, software and services to the world's largest restaurant chains and their franchisees for more than 30 years. The Company's extensive offerings are backed by PAR's global service network and its Boundless Hospitality™ vision for enhancing restaurant operations in a new era of dining out. The Boundless Hospitality vision drives the development of game-changing solutions, and is supported by a partner ecosystem that accelerates innovation more quickly than possible for any single company working independently. The Company has more than 50,000 installations in 110 countries worldwide. In addition to solutions for the restaurant industry, PAR products are improving the customer experience in retail, including the cruise, hotel, casino and entertainment industries. For more information visit the Company's Web site at www.partech.com.
