

Service Account Management

Maximize your return on investment with PAR Service Account Management.

For more than 30 years, ParTech, Inc. (PAR) has been designing, integrating, and managing leading-edge technology systems for hospitality companies. Our solutions represent the highest level of innovation, quality and reliability. To ensure you get the best return on your investment, PAR provides a complete portfolio of services to support your technology needs before, during and after your software and/or hardware deployment.

For enterprise customers, PAR assigns a dedicated Service Account Management professional to be the single point of contact for key accounts. Your PAR Service Account Manager (SAM) is your go-to resource for any support issues. SAMs are highly skilled professionals who help ensure that your issues are resolved quickly by proactively facilitating support services and escalating your resolution requests when needed. PAR SAMs help ensure the launch process is successful and continues to build a relationship with your team to ensure you are maximizing your return on PAR solutions.

Building Relationships for Success – PAR SAM's build a relationship with your team and develop a detailed understanding of your operations and processes. This relationship and continuity builds trust and knowledge that helps the SAM anticipate your system requirements and ensure your needs are met.

Proactive Customer Service – Your PAR SAM takes a proactive role in measuring service level agreement (SLA) performance and continually monitors and analyzes your technology environment to identify potential problems. PAR utilizes the Eight Disciplines (8D) problem solving approach to address any issues you may have relating to system deployment, training or performance to help resolve them quickly and easily. We are focused on analyzing your call volume metrics and root causes to identify ways to reduce the number of issues and call volumes. Our professional team of Service Account Managers will also notify you of upcoming product developments and recommend appropriate ways to increase your efficiency and productivity.

Status Updates – SAMs schedule, manage, and conduct regular status calls with your team to proactively manage your support resource requirements and keep you up-to-date on the resolution status of known issues.

You are in good hands with PAR Service Account Management.



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.