

Maximize your return on investment with PAR EverServ® Services

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. PAR EverServ® Services include: Professional Services, Managed Services, System Maintenance Services, Service Account Management and Help Desk.

With PAR, your project will be deployed quickly and attentively maintained anywhere in the world you do business.

Professional Services

Maximize the success of your operations with PAR EverServ Professional Services.

Our professional services organization has the technical expertise and industry experience to provide the highest level of service and support throughout the solution design, implementation and support process. Our technicians refine your new system to your unique business processes, removing that burden from your operations and IT staff. PAR's Professional Services team members have an average of 9+ years experience at PAR and additional years of experience in the hospitality industry beyond PAR.



PAR experienced service professionals deliver a total hospitality solution (software, hardware and services) that is configured and tested to your requirements and ready to operate once it hits the store floor. PAR allows you to focus on running your business while we focus on the details of delivering a total solution that's ready for installation and seamlessly integrates into your current technology infrastructure.

Our pragmatic approach ensures that all dependencies are managed to meet your project objectives. Few companies understand the inner workings of the hospitality industry as well as PAR. That's because every day, we are helping our customers implement enterprise-wide technology solutions integrating multiple hardware platforms, software applications and tools from a number of sources. PAR's Technical Services include:

- **Staging and Integration** – PAR's integration expertise helps minimize or eliminate potential installation headaches, which enables you to focus on your operations. PAR's staging and integration services include:
 - Configure peripherals to your requirements
 - Load your application and third-party support software
 - Stage the hardware and software as a system
 - Test individual peripherals and components of your system based on your store configuration
 - Perform system serviceability and reliability analysis
- **Database and Interface Configuration and Management** – The experience and expertise of PAR technicians expedite the process of creating and testing the interfaces with databases and other applications to help ensure a smooth implementation.
- **Software Assurance** – PAR performs extensive testing of your total solution (hardware and software) in your specific operating environment to provide you confidence that the software is free from vulnerabilities and that the software functions in the intended manner.

• **Technical Consulting** – PAR offers a wide variety of technical consulting services to evaluate your technology environment diagnose and resolve issues, monitor systems and provide operational recommendations. PAR's technical consulting services include (but are not limited to):

- Windows® lock-down procedures
- Interface repairs
- Network set-up
- Diagnosis/resolution of back-up issues
- Corrupted database table recovery
- Restore databases from back-up
- Diagnose server error logs
- Monitor database server storage capacity and proper back-up function

Improper installation and configuration are among the main causes of new system failure. The PAR Professional Services team delivers the expertise required to achieve success from the get-go. We install, set up, and verify your PAR system so that it provides optimum stability and performance. PAR Professional Services include:

• **Project Management** – If your company is faced with aggressive timelines that require flawless execution, PAR can provide the professional project management services you need when you don't have the internal resources or bandwidth to manage a technology rollout. PAR utilizes ISO and Project Management Institute (PMI) methodologies and field-tested best practices to plan, implement and manage complex technology projects. We work with you and the installation team to schedule and coordinate delivery dates. Our service professionals are experienced at rolling out dozens, hundreds, and thousands of systems. We make sure your solution is packaged, delivered and installed successfully and on time.

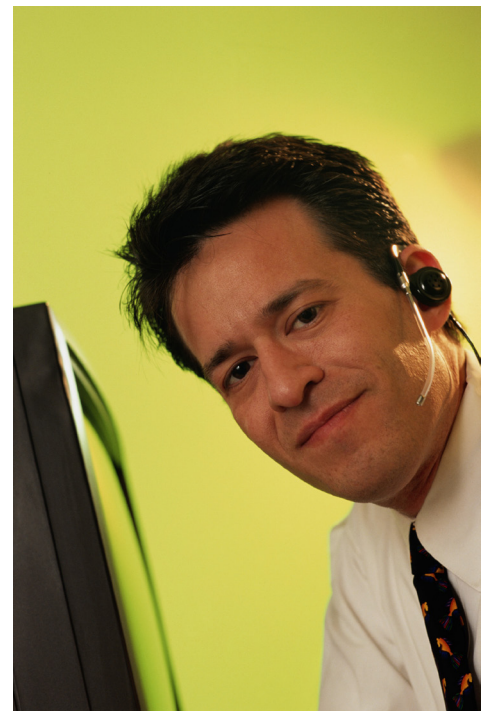
• **Implementation Services** – PAR's implementation team works closely with your staff to develop an installation plan that meets your needs and minimizes the disruption to your business. PAR's deployment services include:

- Site preparation
- Site survey
- Configuration build-up
- On-site installation
- Verification testing
- On-site staff training
- De-installation of old systems
- Disposal of old equipment in legal, environmentally safe manner

• **Training** – PAR offers complete application training for your staff as well as technical instruction for your organization's key project leader or information systems personnel. Our advanced training includes train-the-trainer services, enterprise administrator training, and implementation planning and assistance for larger projects. The training team is composed of experienced individuals with diverse IT and industry backgrounds with the knowledge and expertise to recommend how systems can be used most effectively in your operation.

• **Change Management** – Deploying a new point-of-sale (POS) system is a big adjustment for your restaurant staff. PAR's Change Management service follows standardized methods and procedures for helping your staff to quickly learn and adjust to the new system, which minimizes the impact of these changes on your efficient restaurant operations.

The PAR Professional Services team helps minimize or eliminate potential installation headaches, which enables you to focus on your organizations growth and operational strategy.



Solutions Beyond the Expected.

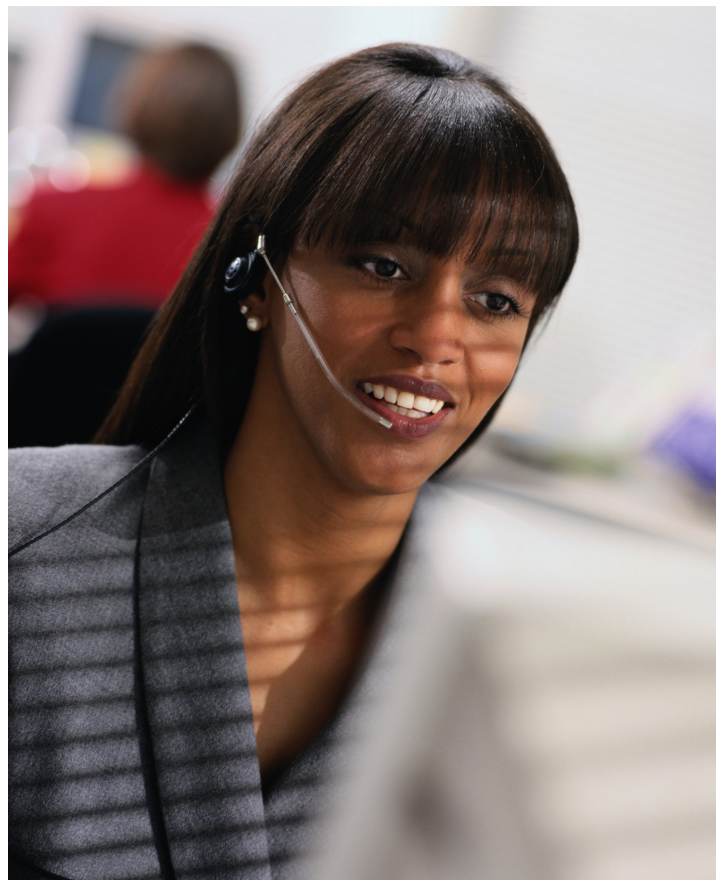
Managed Services

Enable your restaurant managers to focus on your operations instead of data with PAR Managed Services.

PAR Managed Services can relieve an organization of the burden of managing and supporting their own IT infrastructure. With a broad offering of managed service options, you can rely on PAR to manage or support tasks which enables your restaurant managers to focus on store operations instead of data. PAR Managed Services offering include:

- **Remote Care** – With Remote Care, PAR 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. Remote Care is a PAR-hosted, Web-based service that delivers routine IT maintenance support and proactively monitors customers' (POS) equipment, manager workstations and other network devices to keep the IT infrastructure running at peak performance. Remote Care services include:
 - Hardware health monitoring and alerting
 - Enterprise antivirus deployment, monitoring and management
 - Enterprise backup deployment, monitoring, management and recovery
 - Proactive software application monitoring and automated resolution
 - Asset reporting
 - Secure remote access including two factor authentication
 - Operating system patch management
- **System Upgrades** – When it is time to upgrade your POS hardware or software, PAR trained professionals simplify and ensure a successful upgrade process. Depending on the type of upgrade, the process can be done remotely.
- **Hosted Services** – For applications that require a hosted software-as-a-service (SaaS) environment, PAR offers a hosting service to simplify your data management.
 - Data Transport Services – Facilitates the transfer of data from stores to corporate and corporate to stores. Transaction-level detail files and credit card settlement reports are transported electronically to corporate, franchise or third-party offices for import into reporting, accounting or payroll systems as well as for archive purposes. Data Transport Services also transport marketing graphic files from the corporate office or central location directly to the 7" customer display or drive-thru order confirmation board.
 - Electronic Ordering – Offers the capability to order transfer order receipts from vendors to the site that are imported into the POS manage food inventory online. Electronic records of order delivery and advanced receipt are used to determine proposed order quantities based on ideal inventory levels.
 - PAR Hosting Service – PAR offers hosting services for the following applications: PAR EverServ Operations Reporting, PAR EverServ TSR and PAR EverServ Sure Check.

Simplify your operations by trusting PAR to help manage your IT infrastructure.



Solutions Beyond the Expected.

System Maintenance Services

Maximize your up-time and minimize business disruption with PAR System Maintenance Services.

PAR's field service team is almost entirely composed of PAR employees who are dedicated to providing you the prompt and quality service you deserve. PAR's team delivers service to more than 11,000 contract customers and responds to more than 49,000 cases annually in accordance with PAR's ISO 9001:2008 certified Quality Management System. We consistently achieve service levels above 96% and customer satisfaction levels greater than 95%. Our service team supports all PAR hardware and software as well as several third-party hardware and software applications.

PAR software maintenance program offers customers the following benefits:

- Allows customers access to the latest versions of our software, which includes the newest features and enhancements.
- Receive access to unlimited software updates (minor and major versions) at no additional cost. This is much more cost effective than purchasing new versions of the software.
- Renewable software maintenance programs make it easy to budget for future expenses.

PAR offers flexible hardware maintenance service options so hospitality operators can choose the level of service that is right for their individual operations. We understand that different operators have different service level needs that even vary by individual equipment in each location. To accommodate your individual needs, PAR can customize your hardware maintenance program to meet the needs of your operations including a hybrid approach with different service levels based on each hardware unit. PAR Hardware Maintenance Services range from highly responsive on-site service, to fast-ship advanced exchange or depot repair for less urgent equipment repairs.

On-Site Service – For equipment that is mission critical to your operations, hospitality operators count on PAR's field service professionals to fix equipment on-site to minimize down-time and business disruption. PAR's field service engineers have the knowledge, mobile resources and personal dedication that translate into an industry-leading 95% first-time fix rate. PAR ensures that each customer consistently receives the best service possible from a highly qualified service technician. PAR's dedicated field engineers go through a very rigorous and comprehensive training course.

Strategically located throughout North America and the world, our field service personnel arrive at your site in a fully-equipped van stocked with a complete inventory of quality PAR spare parts, power test equipment, laptops and other tools to help your system get up and running without delay. Upon issue resolution, the service representative completes a full preventative maintenance checklist to proactively identify and address potential problem areas before they can disrupt business flow.

Advance Exchange – The speedy and economical Advance Exchange option is a great choice for operators who can wait for next-day delivery of replacement equipment. When our help desk identifies a failed device, PAR expedites a replacement overnight so your equipment can be up and running the next day. When the equipment arrives at your store, simply follow the detailed installation instructions and ship back the broken equipment in the same box. After you receive your replacement equipment, we even take responsibility to dispatch an express shipping company to facilitate hardware returns. We manage the logistics and your operations benefit from improved availability.

Depot Repair – If you can live without your equipment for the short term, the economical Depot Repair option may be the best choice for you. Depot repair is a mail-in repair service where you only pay for repair services as you need them. After calling for a tracking number, pack and ship your equipment to PAR's facility. Once the hardware is fixed, PAR sends it back. Depot Repair is best suited for customers who keep back-up equipment that can be used while you wait for the unit to be repaired and returned.

Whether exclusively on-site or a hybrid service model, the quality of PAR System Maintenance Services is unmatched in the industry.



Solutions Beyond the Expected.

Service Account Management

Maximize your return on investment with PAR Service Account Management.

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.

Help Desk

Resolve your issues quickly from a single point of contact with the PAR Help Desk.

We understand the critical nature of keeping your point of sale (POS) system continuously operating at a high level of performance. When a system is down, for whatever the reason, the priority is to get the system up and running so you can continue to efficiently run your store operations.

PAR Help Desk is on call 24x7x365 with a highly-experienced team of passionate professionals to troubleshoot system issues to resolution. Our Help Desk agents are trained and employed by PAR to resolve any problems quickly through expert troubleshooting and remote diagnostic capabilities. PAR's Remote Care service provides the Help Desk team alerts for potential issues that demand attention. The PAR Customer Care team handles any non-technical issues and escalates, as necessary, to the management team, for follow up. With real-time access to PAR's exclusive knowledge management system and real-time collaboration tool, our help desk personnel are virtually linked to an extended team of subject matter experts who can assist in problem resolution. For example, a help desk agent can be connected in real-time to engineers, account managers and PAR executives to collaborate on solving a customer's problem. Now that's teamwork!

PAR's dedicated help desk personnel are on call and committed to resolving your issue as quickly as possible and get your POS back up and running.



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.