Field Services

PAR’s Field Service team is strategically placed throughout the country to create relationships, guarantee availability, and take ownership of issues for customers when they arise. For solving issues involving equipment that is critical to your operations, you count on PAR’s flexible Field Service professionals to fix your POS system equipment on-site, minimizing store down-time and limiting business disruptions. Our Field Service team has the knowledge, mobile resources and personal dedication that resolve your business issues and get your organization up and running as quickly as possible, and our team supports all PAR hardware and software, as well as several additional third-party hardware and software applications as well. We are pleased to support some of the largest QSR’s in the world.

Service Team

• PAR’s team delivers service to more than 16,000 contract customers and responds to more than 36,000 cases annually in accordance with PAR’s ISO 9001:2008 certified Quality Management System.
• We consistently achieve customer satisfaction levels greater than 97%. Our service team supports all PAR hardware and software as well as several third-party hardware and software applications.

On-Site Services

• Our customers count on PAR’s field service professionals to fix mission critical 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 90% 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, our field service personnel arrive at the customer’s 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 our customer’s 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.

Services Provided

• On-site hardware problem resolution.
• Implementation and project solutions – Out of Contract Scope of Work.
• National coverage with ParTech direct Field Engineers supplemented with Third Party Partners.
• Periodic Preventive Maintenance.
• Software problem isolation in collaboration with provider Support Center.
• Guidance with procedural and system functionality or capability questions.
• Assistance with restoring ParTech applications from the appropriate full system backups or installation media.

Customer Responsibilities

• Allow reasonable access to the POS system to facilitate system diagnostics.
• Perform regularly scheduled system and database backups and ensure that they are available when required.
• Customer is responsible for maintaining and managing adequate firewall and virus protection.
• Be prepared to provide all information needed including error codes, process or procedures leading up to the error and any other information that may be relevant and might help to expedite the resolution.
• Plan and schedule ahead of time any services that are not normally covered under the terms of our customer’s support contract. PAR Field Operations will not perform any services not covered by a contract without having been previously authorized and scheduled in advance.