



Remote Care

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

PAR Remote Care is a managed service provided by PAR which provides remote monitoring, management and proactive resolutions of 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. Remote Care is a PAR-hosted, Software-as-a-Service (SaaS) Web-based proactive IT System Management (ITSM) Managed Service 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:

- Deployment Automation
- Asset monitoring and reporting (hardware and software)
- Proactive monitoring of your systems' hardware health
- Microsoft® Windows® profile management
- Secure remote access with a two factor authorization option to not compromise your PCI compliance
- 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 as well as mixed POS environments. Remote Care can be used on both PAR and Non-PAR POS systems as well as other desktops/laptops/servers that may be used in your business to provide a single IT Management solution for your technology.

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.

Remote Care Features:

Deployment Automation of Tasks

Allows for the automation of routine tasks to save time and costs.

- Prequalify systems for software upgrades
- Unattended automation of new deployments
- Exception based alerts
- Automated reporting on project status

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 while they are small before they interrupt your business. Monitoring includes:

- Internal Fan Speed
- Internal Temperatures
- System Board Voltages
- Hard Drive SMART Health

Microsoft Windows® Profile Management

Monitor and manage Windows profile to optimize performance:

- Ability to blacklist applications from executing
- Ability to white-list Web sites to only allow access to a pre-approved list of sites.
- 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 trouble-shooting customer support cases:

- Access performed in a secure manner to maintain the customer's PCI compliance using two factor authentication
- Two methods for making/allowing connections:
 - o Attended access as an extra layer of protection.
 - o Unattended access after-hours or on machines that aren't accessible to store personnel.
- 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/alerting if manual intervention required
- 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



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