

## Software Membership

- ◆ Provides key codes for the latest version of Aloha, when a version upgrade is requested by the customer. Labor not included.
- ◆ Eliminates the need to buy new software.
- ◆ Eliminates fees associated with lapsed membership.

## Help Desk Phone Support

- ◆ System troubleshooting for hardware and software failures.
- ◆ Software consultation regarding releases, upgrades and enhancements.
- ◆ Hours for service are **24/7/365**.
- ◆ Annual contract includes **FREE Aloha POS management training**.



## CHOOSE YOUR VALUE

### *Supportive*

We have certified Aloha techs available 24/7 to support customers if systems fail during busy business hours.

### *Diversified*

We have experience supporting a variety of restaurants and businesses from mom and pop shops to large restaurant chains.

### *Consistent*

We pride ourselves on consistently meeting our service level agreements and providing exceptional customer service along the way.

### *Resourceful*

Our staff is comprised of highly experienced technicians, programmers and account managers who know how to act in times of crisis.

## SDCR Business Systems

7940 Arjons Dr. San Diego  
CA, 92126

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contracts@sdcrc.com  
sdcrc.com

## SDCR HARDWARE MAINTENANCE LEVELS OF SERVICE COVERAGE



*Aloha*<sup>®</sup>



## Software Membership Next Business Day (NBD)

Hardware under this service level include part replacement and/or ship-in for repair

### Monday - Friday 8am - 3pm PST

- ♦ Part(s) shipped directly to site.
- ♦ Client is responsible for installing the replacement part.
- ♦ Customer returns failed part within 30 days.
- ♦ Shipping is covered by SDCR both ways.

#### Requests received by 3pm PST:

Processed same day  
Delivery scheduled for next business day

#### Requests received after 3pm PST:

Processed next day  
Delivery scheduled for following business day

## 5 - Day Field Service Next Business Day (NBD)

Hardware under this service level include part and technician services during regular business hours

### Monday - Friday 8am - 5pm PST

- ♦ Part(s) shipped directly to site.
- ♦ SDCR technician is dispatched to meet part(s) on site.
- ♦ SDCR technician installs replacement part(s).
- ♦ Shipping is covered by SDCR both ways.

#### Requests received by 5pm PST:

Processed same day  
Delivery scheduled for next business day

#### Requests received after 5pm PST:

Processed next day  
Delivery scheduled for following business day

## 7 - Day Field Service Next Calendar Day (NCD)

Hardware under this service level include part and technician services during regular business hours

### Monday - Sunday 8am - 5pm PST

- ♦ Part(s) shipped directly to site.
- ♦ SDCR technician is dispatched to meet part(s) on site.
- ♦ SDCR technician installs replacement part(s).
- ♦ Shipping is covered by SDCR both ways.

#### Requests received by 5pm PST:

Processed same day  
Delivery scheduled for next calendar day

#### Requests received after 5pm PST:

Processed next day  
Delivery scheduled for following calendar day

*\*Excludes SDCR Public Holidays.\**