



# *POS SUPPORT*

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To protect your investments, ERC offers on-site and live remote POS support, repair services and off-site backups.

24/7 helpdesk -- ERC offers live phone and remote support 24 hours a day 7 days a week. When you call our toll free numbers, you will be connected to one of our experienced helpdesk technicians. All of our technicians have received extensive training on the Focus software and all hardware we provide. Once your challenge has been confirmed, your technician will walk you step by step through a resolution. The ERC helpdesk will be able to remotely access your software and guide you through whatever challenges you may face, whether it is a refresh on training or troubleshooting, we can easily communicate and implement a solution.

On-site services -- Available on any day and at any time, our on-site services are designed to give you piece of mind. Our technicians have extensive hands-on experience with your hardware and software, giving them the ability to diagnose challenges and come to a quick and efficient resolution. Whether it is training, hardware support or on-site troubleshooting, we offer a variety of services to keep your business functioning when you need it most.

Repair services -- ERC is dedicated to keeping your business as functional as the day it was installed. If you run in to any challenge with your hardware, we can help. We offer a full list of repair and exchange services either on-site or in our office for all hardware we install.

Off-site backup -- ERC updates a copy of your database configuration on a secure server that backs up regularly. If there is ever an emergency situation with your restaurant you will not have to worry, we will have you functioning as soon as possible. We aim to protect you from unforeseen disasters and prevent them from devastating your business.

