SQUIRREL SYSTEMS

SQUIRREL EasyCare

INDUSTRY LEADING SERVICE & SUPPORT

SQUIRREL EasyCare

Comprehensive Service and Support When You Need It, for Any Issue Big or Small

Squirrel is always here for you. With several options for both software and hardware support, Squirrel EasyCare helps you get the most out of your technology investment.

HARDWARE SERVICE OPTIONS

Kitchens and bars typically subject equipment to extreme heat, moisture, and grease. To ensure any impact to your business is minimized, choose from a range of hardware service options to complement your 24/7 software support plan.

Swap

- Hardware depot service
- Equipment is repaired within 48 business hours of arriving at Squirrel's hardware depot
- You are responsible for the cost of freight to Squirrel and we cover the cost of the return ground shipment
- Billable on-site coverage is available upon request of a Manager

24/7 SOFTWARE SUPPORT

The Squirrel Solution Center, based in our corporate head office, provides 24/7 help desk support. The Solution Center is staffed by friendly customer service representatives with extensive technical and hospitality experience.

Fast Response Times

As much as we love our customers, Squirrel understands you'd rather be spending time with your guests than speaking with us. You'll be amazed at how quickly your questions are answered and issues resolved all while doing it your way: email, chat, call or open a case online.

Ongoing Software Maintenance

As part of your Squirrel EasyCare support plan, get access to the latest version of your POS software whenever it's available

Proactive Support

You're always welcome to call our help desk, but why not let us take care of you around the clock? The Squirrel SmartWatch monitoring service automatically alerts us when there is a potential technical issue with your POS system. In many cases, we'll know before you do whether you need our help!

Remote Data Backups

Are you still using physical media such as external hard drives to backup your data? Choose Squirrel Data´Store, our optional remote backup solution, to protect your valuable information in the event of data corruption, loss, or theft.

Squirrel Self Service Portal

Hundreds of online knowledge base articles available to answer most questions on how to use, configure and even troubleshoot your Squirrel POS System. Full access to your cases and work orders and live chat available for the fastest response times and expert help.

Squirrel Learning Cafe

An online repository of dozens of self-guided learning modules from our team of trainers. Perfect for onboarding new servers or bartenders for POS training, new managers for POS & BOH training and much, much more.

Anti-Virus

EasyCare includes a subscription to the latest and most advanced malware protection on the market. One less thing you need to worry about as it's bundled in to all EasyCare offers. Plus, it is certified with Squirrel, so you don't need to worry about other 3rd party antivirus impacting your POS..

Pre-Ship

- 'Replacement in the air' service
- You receive replacement hardware the next business day if we receive your request by 2:30pm PST, Monday to Friday
- Squirrel is responsible for freight each way
- Billable on-site coverage is available upon request of a Manager

On-Site

- On-Site service by a Squirrel certified technician
- For mission critical issues, our technician is on-site within four hours, 24/7
- For non-mission critical issues, our technician arrives the next business day between 9am and 5pm

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SQUIRREL EASYCARE PREFERRED

Squirrel EasyCare Preferred is specifically designed to provide multi-unit or large hospitality operations with a customized and enhanced support and maintenance offering. This optional service is based on our industry leading EasyCare program and is tailored to meet your unique needs while providing actionable insights for your team.

Customer Success Plan

Focused on understanding your business, personnel, case history, and ongoing projects, the customer success team will provide rapid results and proactive updates. In addition to regularly scheduled check-ins, you will also have a named escalation path so you always know who to contact and access to product road map sessions giving you a voice in the direction of our solution.

Change Management

We're aware of the risk that change can bring and utilize proven change management processes that include full bench testing of any significant changes to mitigate risk in your production environment. Designed to complement your existing change management process, such as a Change Advisory Board or Steering Committee, this customizable service can help you optimize roll outs and plan for the future.

Real Time Insights

Nothing is worse than not knowing when an issue will be resolved or work completed. Our transparent support case reporting provides real time visibility into all cases and work orders. For the members in your organization not involved in day-to-day operations, Executive Summaries can be arranged and scheduled to ensure the whole team is on the same page.

Dedicated Technical Analyst

A highly trained and experienced point of contact is available to support your IT and Operations teams. This resource works closely with your account manager to report on status during check-ins and provides a direct path to the highest level of support that Squirrel offers.

Support Procedures Your Way

We understand the frustration that comes with having to change your processes to accommodate a vendor. We don't work that way. Squirrel will work with you to identify the engagement model, set up custom tools, and do whatever we can to customize our offering to your business requirements.

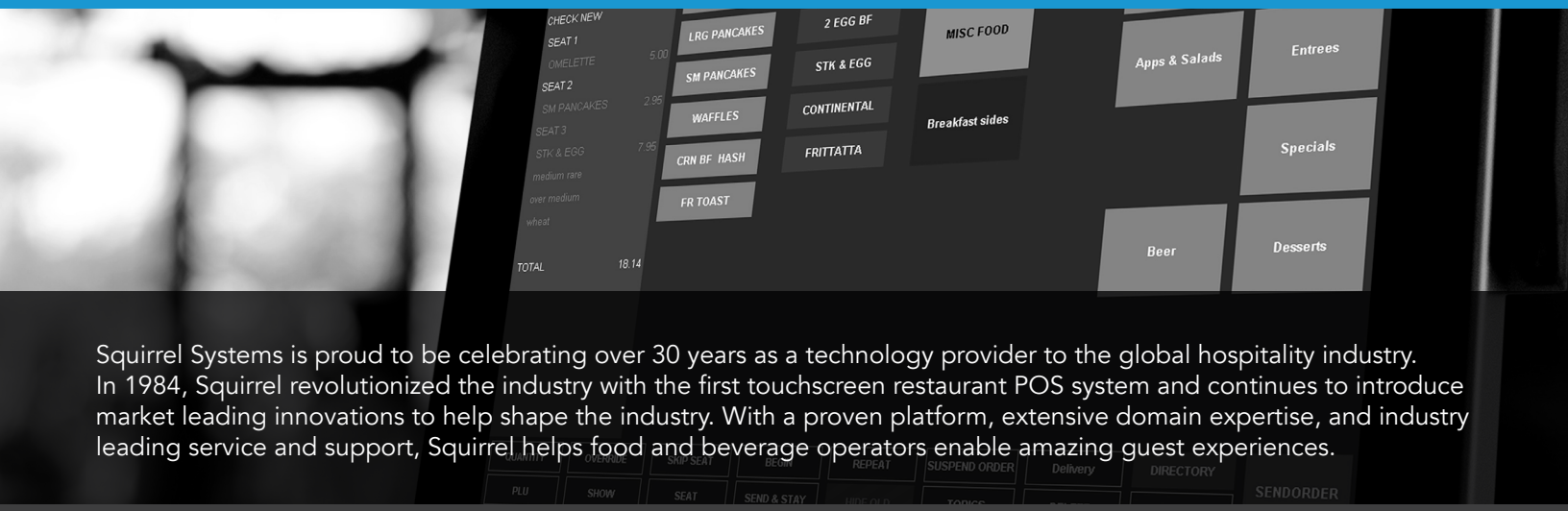
Professional Services

Squirrel offers a broad range of Professional Services including consulting, customizations, integrations, and even development assistance for IT teams that need capabilities beyond the normal scope of support.

CONTACT US ABOUT SQUIRREL EASYCARE TODAY

...and find out how you can start benefiting from squirrel's industry leading service and support

1.800.388.6824



Squirrel Systems is proud to be celebrating over 30 years as a technology provider to the global hospitality industry. In 1984, Squirrel revolutionized the industry with the first touchscreen restaurant POS system and continues to introduce market leading innovations to help shape the industry. With a proven platform, extensive domain expertise, and industry leading service and support, Squirrel helps food and beverage operators enable amazing guest experiences.

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We're here to help grow your business.
For more information contact Squirrel
www.squirrelsystems.com