



## Squirrel EasyCare

Features Guide and Terms & Conditions

SQUIRREL

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# 1 FEATURES OF SQUIRREL EASYCARE

## 1.1 OVERVIEW

Squirrel EasyCare is a comprehensive service & support package to help you get the most out of your technology investment. Subscribers benefit from knowing that they have access to all the available resources, tools, and the latest software updates to keep your operation running smoothly. In addition, you have access to our 24/7 Solution Center for when nothing less than fast, friendly expert advice and technical solutions will do.

## 1.2 SQUIRREL KNOWLEDGE BASE

EasyCare subscribers have unlimited access to hundreds of online knowledgebase articles on our online Self-Service Help Center. These are available to answer most questions on how to use, configure, and troubleshoot your Squirrel POS System. This includes user guides, installation documents, and other training material to cover your POS, back office, integrations, and third-party applications.

New content is added regularly. We recommend this as the first step when looking for help.

## 1.3 SQUIRREL LEARNING CAFÉ

The Squirrel Learning Café — also known as the Learning Management System (LMS) — is an online repository of dozens of training modules. It bridges the gap between the Squirrel Knowledge Base (best for quick questions) and more formal, instructor-led training. It is designed with ease-of-access, self-service, and the mobile experience in mind. The Squirrel Learning Café is perfect for onboarding new servers or bartenders for POS training, new managers for POS & BOH training, and much, much more.

EasyCare Includes up to five shared users. Additional named users are available to purchase if required.

## 1.4 SQUIRREL SOLUTION CENTER: 24/7 SUPPORT

Squirrel maintains a 24/7/365 help desk called the Squirrel Solution Center, staffed with knowledgeable agents who pride themselves on industry-leading response times and CSAT scores. If you experience either a software or hardware issue with your Squirrel POS system, need configuration assistance, or just have a question for us, you can contact our agents at any time.

You can contact Support through many channels, including:

- Online (Help Center) - Best for non-critical issues or other help requests
- Email - Great for non-critical issues or other help requests if Email is your preference
- Live Agent Chat - Fastest response times, best for help finding answers in the Help Center
- Phone - Fast response times for critical issues or for particularly complex problems

- No matter how you contact us, a case is opened and visible to you and your team on our online Help Center. All case escalations are seamless and happen internally, so you never need to re-explain your inquiry.

## 1.5 APPLICATION MONITORING (SMARTWATCH)

Squirrel SmartWatch is a proactive remote monitoring feature for Squirrel Professional which allows the Squirrel Solution Center to be alerted in cases of predicted POS failure. The assigned Solution Center agent will then gather diagnostic information on the host PC and, (if needed) store this information for retrieval or reporting to investigate an ongoing issue. The SmartWatch software is 100% PCI compliant and has little to no effect on the performance of the host PC on which it resides.

The Solution Center can be notified if, for example, one of the following occurs:

- Squirrel Backup Failures
- Bad Hard Drive Block
- Credit Card Posting Failures
- Squirrel Host Service Alerts

A persistent internet connection is required for continuous monitoring.

## 1.6 ANTIVIRUS

EasyCare includes a subscription to the latest and most advanced malware protection on the market. Bundled with all EasyCare offers for Squirrel Professional users, it is one less thing you need to worry about. As it is certified with Squirrel, you don't need to worry about other 3rd party antiviruses impacting your POS operations.

## 1.7 ACCESS TO THE LATEST SOFTWARE

Squirrel software packages are updated on a regular basis. For Squirrel Cloud customers, these are automated and released regularly. See [status.squirrelcloud.com](https://status.squirrelcloud.com) for upcoming BackOffice updates or visit the appropriate app store for the latest version of POS.

For Squirrel Professional customers, these updates typically come in one of two ways:

1. **New Builds:** Released regularly (weekly or as needed) and contain software patches and enhancements. We recommend keeping your software on a recent build (no older than six months) to take advantage of the available fixes and to maintain PCI compliance.
2. **New Versions:** Released 1 - 2 times per year and contain all our new features (see release notes available on the Help Center). New software versions are included as part of the EasyCare agreement; however, a small labor fee may apply to perform the software upgrade. A Squirrel version upgrade, although similar to a build update, is initiated by the sales team to ensure you meet minimum requirements and that any add-on or integrated products you use are certified with the newer version. Once the order is placed, the Solution Center handles the arrangements and execution unless other services are required, in which case a project would be initiated through our Implementation team.

For both, Squirrel Cloud and Squirrel Professional customers, new features can be found on the Help Center.

## 1.8 DATASTORE CLOUD BACKUPS (ADD-ON)

Squirrel DataStore is an off-premise solution for Squirrel Professional customers for securely storing your Squirrel database(s) for retrieval in the event of a catastrophic systems failure.

You can have peace of mind knowing your sales history, menu configuration, customer information (for delivery systems), and staff labor records are all securely backed up and can be restored as quickly as possible should the worst happen. With up-to-date data available at any time, this truly is the ultimate solution to ensure your data is secure and downtime is minimized in the event of a failure with your host PC. Squirrel DataStore requires SmartWatch to be installed. Once purchased, Squirrel DataStore automatically starts backing up your data within 24 hours.

Backups occur at 3 AM (local time) and include the following:

- Squirrel Database (daily)
- Squirrel Tracking Files (daily)
- Other User Databases such as Squirrel CRM and Reservation & Waitlist (daily)
- All Credit Card, Gift Card, Hotel and Requisition Drivers (weekly)
- Any custom files (weekly)

Data is available to the Solution Center if it is needed. If for some reason the backup does not occur, SmartWatch will notify the Solution Center of the error and an agent will contact you to correct whatever is causing the backups to fail.

## 2 FEATURES OF EASYCARE PREFERRED

### 2.0 OVERVIEW

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. EasyCare Preferred is a true white-glove support & success package.

### 2.1 CUSTOMER SUCCESS PLAN

#### 2.1.1 Account Management

An Account Executive is assigned to your account along with a dedicated Support Analyst, a Systems Engineer and an Executive Sponsor who will be familiar with your operations, personnel, support history, and ongoing projects. This will ensure you have a team that provides rapid results and proactive updates through regularly scheduled check-ins. This single point-of-contact at Squirrel is your primary source of communication. More importantly, this lends itself to true partnerships in success between Squirrel and you by promoting:

- Openness and transparency
- Progress and accountability
- Corporate-wide strategic objective sharing from both sides
- Continuity and an intimate knowledge of operations

#### 2.1.2 Named Escalation Path

Sometimes issues arise that need attention above and beyond the “front-line.” This may be because you are not satisfied with a support response, feel that an issue has not been resolved in a timely manner, or have business needs and may not be sure who to contact. Maybe you simply want to let us know how we’re doing; you will always know exactly who to contact and how to reach them. We provide you with a named contact sheet to do so.

#### 2.1.3 Executive Business Review

Your Squirrel account executive will schedule annual, bi-annual, or quarterly Executive Business Reviews (EBRs) to ensure that we are helping you achieve your business objectives. This includes annual sessions with our product managers to share our product roadmap and give you an opportunity to provide feedback. Perhaps there is a feature in the pipeline that you are keenly interested in, and you want to start planning how you will utilize it in the future; or maybe you have a common request from your stores or F&B staff that you want to share for future product enhancement consideration. Whatever the reason, you’ll be informed of what’s coming and have a voice in those decisions.

## 2.2 NEXT LEVEL SUCCESS & SUPPORT

### 2.2.1 Dedicated Technical Analyst

Most industry help desks work case-by-case independently of one other without an overarching perspective. A ticket is opened, troubleshooted, then closed and new issues are opened in new tickets and so on and so forth. Squirrel offers dedicated analysts to EasyCare Preferred customers to provide the highest level of support and continuity. This means that, during specified working hours, you (or someone you select) can contact a single person who is familiar with your operations, personnel, and ticket history.

Having a dedicated analyst enables more streamlined communication and a tighter partnership. Most importantly, it results in higher efficiency and faster resolutions for you. Your analyst provides an elite level of customer service, yielding rapid results and proactive updates by ensuring the best resources are assigned to the case at the right time.

Your dedicated analyst will also often take the technical lead on any rollout projects you have, any difficult or lingering technical challenges, and provide recommendations on products and services that will help you achieve your business goals.

### 2.2.2 Change Management & Project Execution

We use tried and true change management processes that include full bench testing of any significant changes to mitigate risk in production environments. This can be customized to include your Change Advisory Board or other processes that you already have in place.

In addition to ensuring any significant change goes through a rigorous testing process, we will also be the ones to execute on projects. For example, a multi-store or labor-intensive project may be initiated to meet a specific business need, or perhaps a patch is required across all your stores. Whether the service is billable or not, your assigned analyst will be engaged for the rollout. This may be needed for Squirrel software updates or version upgrades, credit card changeovers, hardware swaps, or other deployments. The services that are included in managed rollouts include:

- Working with your Squirrel account manager, customer success manager, and (when needed) a project manager to determine project feasibility, risks, and schedule.
- Producing a rollout schedule that includes a pilot and follow-up phase and adjust as needed.
- Assigning appropriate resources to each task (in partnership with Solution Center management).
- Regularly communicating status with you and your Squirrel customer success manager.

### 2.2.3 Customized Support Procedures

The Squirrel Solution Center utilizes a knowledgebase that agents can reference to assist in troubleshooting, easily finding typical fixes for common problems. As an EasyCare Preferred customer, we will also create an article that is unique to your organization that can describe, in detail, anything that you want us to know. For example:

- Concept and unique operational considerations
- Products in use



- Specific procedures for agents to follow
- Security considerations
- Corporate or IT contacts and escalation triggers

## 2.3 IMPROVED INSIGHTS

Whenever contact is made with the Solution Center, all correspondence will be logged with a new or existing case that has a unique case number associated with it. You can be notified when a case is opened and/or closed, and you have access to numerous reports online to summarize this information. All of this is available on our online Help Center, which offers an interactive platform to either drill-down into the details or review graphical reports to easily spot trends (up to two Help Center users).

This provides your senior management or ownership full transparency and insights into the challenges that your restaurant managers are facing. It also allows you (and your dedicated analyst) to spot trends over time and/or across F&B outlets or stores. Is there a common or repeating issue that we didn't catch? Or perhaps a training opportunity with one of your managers or stores? Wonder what that invoice for non-returned hardware was about? All of this and more can be answered in just a few clicks.

## 2.4 PROFESSIONAL SERVICES CONSULTATIONS

We know that even the most robust software solutions sometimes need something extra to suit your unique needs. In these scenarios where your business needs something custom, such as an integration module that doesn't exist or a custom report or extension, the Squirrel Professional Services team may be able to build that for you or work with a 3rd party to do so.

The EasyCare Preferred contract includes up to one consultation per quarter (four per year) at no additional charge. During these consultations, Professional Services will work with you to determine the exact project requirements and will advise you on the project's feasibility, as well as scope, timeline and cost.

## 2.5 TECHNICAL SERVICES CONTRACTS (TSC)

Squirrel Systems also offers Technical Services Contracts (TSC) for developer-level assistance. This is typically reserved for third-party business partners who are developing integrations. We understand that some "power users" may also want to get to this level of complexity, so we offer TSC's to EasyCare Preferred customers. If your DBA or IT manager is stuck trying to build something custom on their own, a TSC can be added to help get the project across the line. Note that TSCs may require an NDA.

### 3 HOW TO CONTACT US

#### Technical Support\*

Product Help  
Technical issues

ONLINE @ [help.squirrelsystems.com](https://help.squirrelsystems.com)

- Search knowledge base
- Open a case
- Chat with an agent

EMAIL

[solutions@squirrelsystems.com](mailto:solutions@squirrelsystems.com)

PHONE

800-288-8160

#### Escalations\*

Heightened attention  
Unresolved Issues

EMAIL

[ShiftSupervisor@squirrelsystems.com](mailto:ShiftSupervisor@squirrelsystems.com)

PHONE

800-288-8160 (by request)  
604-332-1418 (direct)

EMAIL

[supportmanagers@squirrelsystems.com](mailto:supportmanagers@squirrelsystems.com)

PHONE

604-332-1514

#### Sales

Upgrades  
New hardware  
Add-on modules  
New integrations

ONLINE @ [help.squirrelsystems.com](https://help.squirrelsystems.com)

- Place small orders
- Find your account manager contact information
- Direct customers only, not available for reseller accounts

EMAIL

[info@squirrelsystems.com](mailto:info@squirrelsystems.com)

PHONE

800-388-6824

#### Customer Success

Product Advice  
Solutioning

ONLINE @ [help.squirrelsystems.com](https://help.squirrelsystems.com)

- [Book a meeting](#)

EMAIL

[customersuccess@squirrelsystems.com](mailto:customersuccess@squirrelsystems.com)

PHONE

800-288-8160 (A Solution Center agent will perform the intake)

\*EasyCare Preferred Subscribers may have direct, named contact sheets and escalation paths

## 4 RESPONSE TIME TARGETS

Type	Severity	Description	Response Target	Update Frequency
Hardware (Pre-ship Contract)	All	Defective Squirrel hardware	Next business day delivery (Requests before 2 PM PST)	Once at EOD with tracking information
Hardware (On-Site Contract)	Critical	Defective Squirrel hardware causing catastrophic impact (No POS, payments, kitchen printing/QSR).	4 hrs. Work order created once issue deemed to be critical hardware-malfunction.	Once within an hour of WO created to provide ETA
	Non-Critical	Defective Squirrel hardware	NBD Work order created once issue deemed to be hardware-malfunction.	Once within an hour of WO created to provide ETA
Software Support	Critical	Catastrophic impact (No POS, payments, kitchen printing/QSR)	5 min (phone)	Hourly
	Non-Critical	All other (non-training/config)	1 min (chat) 15 min (phone) 2-4 hrs (email/Help Center)	Daily

<sup>1</sup>

<sup>1</sup> See Section 8 for definitions of critical and non-critical

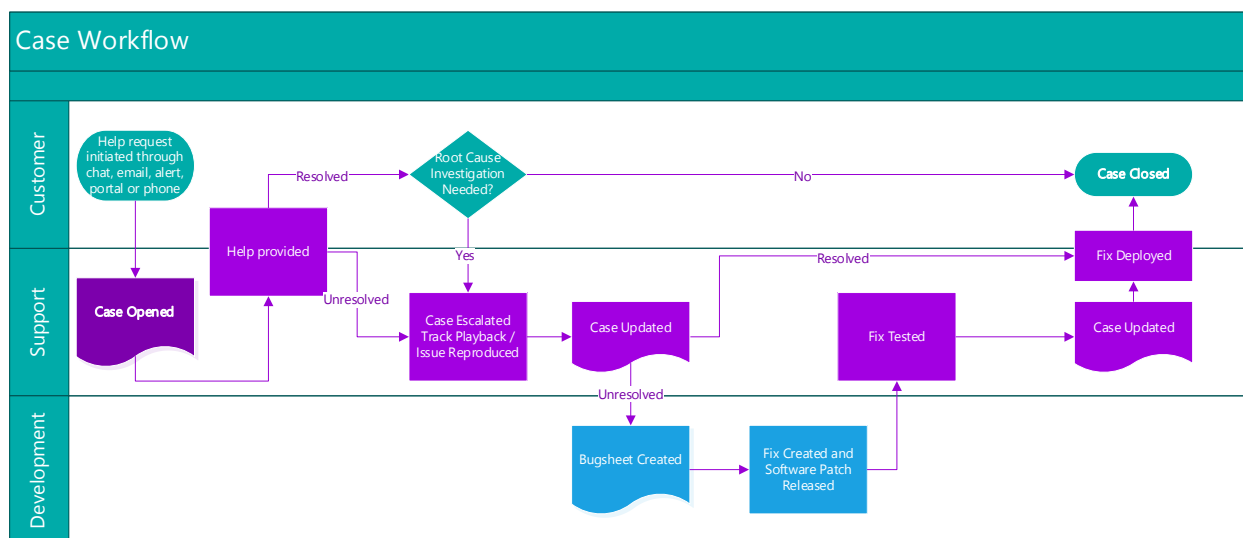
## 5 SUPPORT REQUIREMENTS & WORKFLOWS

### 5.1 CASES

#### 5.1.1 Case Considerations

- A good internet connection and user-initiated remote access by the Solution Center through LogMeIn Rescue is required for most troubleshooting and assistance.
- Priority is always given to software and hardware issues that impact operation and guest experience.
- Software and hardware issues must be able to be reproduced — either in the customer's environment or by Squirrel Support — for the issues to be submitted as a bug to development.
  - In cases where the next action in a case depends on information from or actions taken by a customer, the case is placed "on hold" until those steps are taken.
- Software configuration and usage remain the responsibility of the user. Requests for configuration assistance are best-effort only and do not follow the same resolution targets as verified software or hardware issues.
  - The Solution Center may provide direction to specific user guides, give advice, or offer instructions to assist in configuration inquiries. Agents will not typically make configuration changes on your behalf.
    - User guides are available on the Squirrel Help Center; self-guided training is available online via the Squirrel Learning Café or through a sales order for instructor-led training.

#### 5.1.2 Software Case Workflows

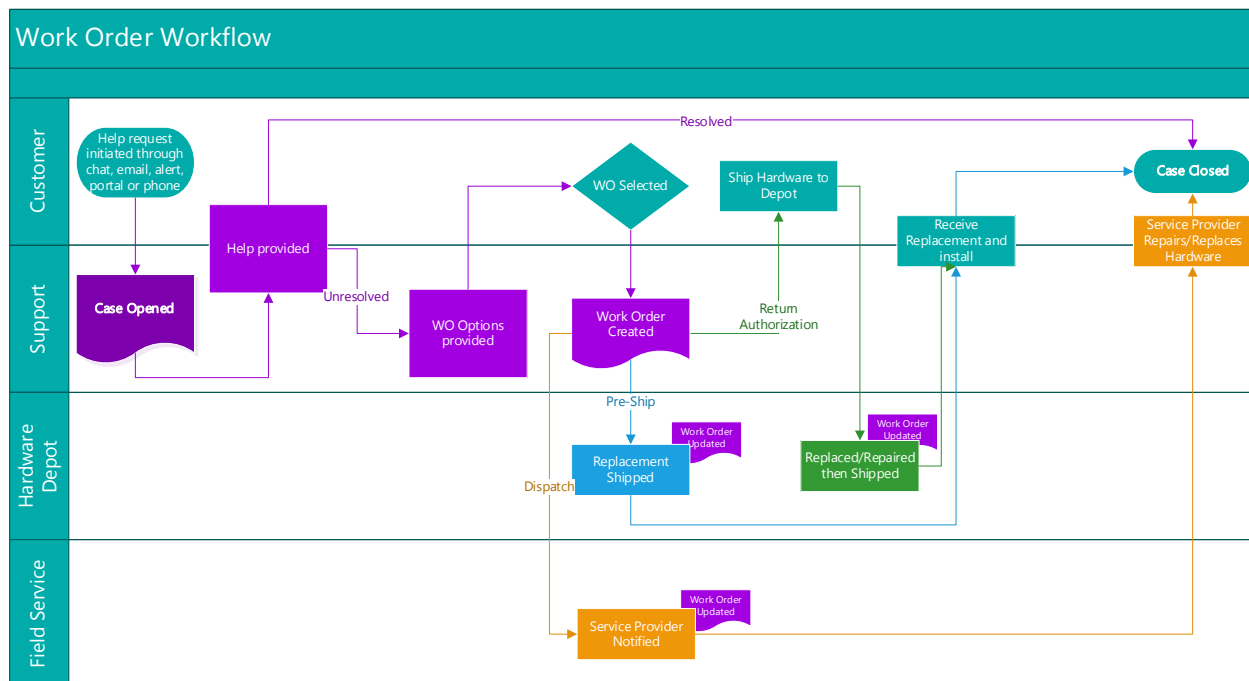


## 5.2 WORK ORDERS

### 5.2.1 Work Order Considerations:

- For shipments and dispatches, someone must be available to accept shipment and/or to allow reasonable access to affected hardware on-site.
- Only work order types covered under your selected hardware maintenance agreement have target response times; anything beyond this scope is best effort only.
- Hardware issues must be confirmed to be hardware defects where physical hardware requires repair/replacement; all other work orders will be best effort only.

### 5.2.2 Hardware Workflows



## 6 FREQUENTLY ASKED QUESTIONS

<b>1 Q: Can I receive support without an EasyCare agreement?</b>
A: The Time & Materials (T&M) option whereby support was provided for an hourly rate was removed early in 2021 to provide a better overall experience with all the great EasyCare resources at your disposal. These resources, including agent-assisted support, require an EasyCare subscription.
<b>2 Q: When I call the Solution Center, why am I prompted to enter a phone number?</b>
A: To receive telephone support, you must be on an EasyCare Support Agreement. The prompt for a telephone number is how you are identified as an EasyCare customer. It's common to need a unique identifier; we feel that it's easier for you to remember your business phone number than a client ID.  Note that if you are calling the Solution Center from the phone number registered with your account, you are not prompted to enter a phone number.
<b>3 Q: How do I sign up for the Help Center?</b>
A: The <a href="#">login page</a> has a self-registration option, but anyone at Squirrel can easily do this for you too. All we need is your name and email address!
<b>4 Q: How do I sign up for the Squirrel Learning Café</b>
A: Simply fill out <a href="#">this form</a> and we'll handle it for you!
<b>5 Q: Can I upgrade from EasyCare to EasyCare Preferred?</b>
EasyCare Preferred is available to customers that meet certain criteria. Please reach out to <a href="#">Customer Success</a> to discuss.
<b>6 Q: Can I upgrade my hardware contract any time?</b>
A: You can! Please reach out to your <a href="#">account manager</a> to discuss.
<b>7 Q: How does my software get updated?</b>
A: Currently, software updates are deployed as needed by the Squirrel Solution Center during a maintenance window of your choosing (typically overnight). For Version upgrades, however, it is best to contact your <a href="#">account manager</a> or customer success manager to review options and prerequisites.
<b>8 Q: What are the requirements for SmartWatch &amp; Datastore?</b>
A: Essentially, just outbound internet access on port 443 (TCP), but for full technical requirements email <a href="mailto:SmartWatch@squirrelsystems.com">SmartWatch@squirrelsystems.com</a>
<b>9 Q: What are the requirements for LogMeIn Rescue?</b>
A: See this <a href="#">LogMeIn Help Article</a> .
<b>1 Q: What If my IT has their own remote access requirements?</b>

A: We understand that our remote access protocols may not work for everyone, so if you are an EasyCare Preferred customer and there is another tool or method you prefer, please reach out to your [account manager](#) to discuss feasibility.

## 7 EASYCARE PLANS COMPARED

Feature	EasyCare	EasyCare Preferred
<b>Squirrel Software</b>		
Access to latest versions & builds	✓	✓
Project-oriented change management process		✓
<b>Support</b>		
Self-Serve Help Center (and cases)	✓	✓
Chat and 24/7 E-mail & Phone	✓	✓
Customized Support		✓
Assigned technical support analyst		✓
<b>Customer Success</b>		
Recurring check-ins, review, and proactive advice		✓
Named escalation path		✓
Executive Product roadmap review		✓
<b>Reporting</b>		
Case history	✓	✓
Comprehensive multi-store self-serve reporting		✓
Recurring, scheduled support reviews		✓
<b>Squirrel Learning Café</b>		
5 shared licenses	✓	✓
Branded, customized LMS		✓ (add-on)
<b>Other</b>		

Professional Services Consultations		✓
Technical Services Contract		✓ (add-on)



## 8 DEFINITIONS

1. "Mission Critical" or "Critical" is defined as any reproduceable software or hardware defect that occurs during operating hours and has no reasonable workaround implemented and meets at least one of the following criteria:

- (i) >50% of all POS terminals or 100% of all terminals in a single outlet are in a non-functioning state where orders cannot be placed
- (ii) >50% of requisition printers or CSK kitchen display screens are down, and orders cannot be printed or displayed
- (iii) Integrated card or hotel payments are down where guests are unable to use credit or debit cards or room charges through a Squirrel-provided solution (viable workarounds include non-integrated or semi-Integrated solutions or offline processing)

2. "Non Mission Critical" or "Non Critical" is defined as any reproduceable software or hardware defect that has an impact to the operation and guest experience that is not critical as defined in (1) above. Some examples might include:

- (i) One of four terminals not-functioning
- (ii) One of six kitchen printers down
- (iii) Unable to perform a particular function at POS (like running a report, for example)