



PROFESSIONAL SERVICES

Help Desk ♦ Depot ♦ Customized Solutions ♦ Rollout Services

It's Friday night, your restaurant is full, there's a wait, the bar is busy, and the fry cook just dropped his printer in the fryer. Who do you call? Do you have a spare printer available for such an occasion? At SDCR Business Systems (SDCR), we've taken our years of experience in the restaurant industry and developed the service solution you need. Whether it be Help Desk, Depot with Hot Spares available overnight, or maybe even a Customized Solution for your organization, SDCR is the Professional Services company restauranters call when they want to worry about running their operation and not about servicing their POS.

Help Desk ♦ Rollout Services

As the largest Aloha reseller in the United States, SDCR can provide the highest level of support for your existing Aloha system. Our experienced staff can provide you with the following:



24/7 Help Desk
IBM Onsite Support
Training
Corporate Reporting

System Design
Implementation
Project Management
Network Administration

Depot Repair Service

Our experienced computer repair technicians can fix your existing hardware while providing you with spares that allow you to continue operating your business with limited interruption and disturbance to your staff. Some of the equipment we can repair and provide overnight as hot spares include:



POS Terminals Printers Monitors Servers
Registers Scales Scanners Mag Readers

Customized Solutions

SDCR can work with your organization to customize a Help Desk and/or Depot solution that will fit your individual restaurant. You may have specialized equipment or software needs which translates to specialized service. We will design and implement a service solution that will allow your restaurant manager to concentrate on the day to day operation and take away the worries of POS repair and support.

Call us today to speak with one of our hospitality industry experts and find out how all your POS support problems can become a thing of the past.



8929 Terman Court
San Diego, California 92121
(800)683-2778 ext.188 Fax (858)790-7344 email sales@sdcr.com www.sdcr.com





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At SDCR, we take great pride in our ability to service the needs of our Aloha install base. Our staff has both computer experience, and equally as important to you, restaurant experience. Our support staff understands the demands of running a quality restaurant and are here to assist you with your issues promptly and successfully so that managing your business is on your mind, not your POS system.

24/7 Help Desk

Our help desk is available 24 hours a day, 7 days a week. This gives you the piece of mind that even if you are a large chain and have stores all over the country, each location is going to receive the same consistent, reliable service.



IBM Onsite Support

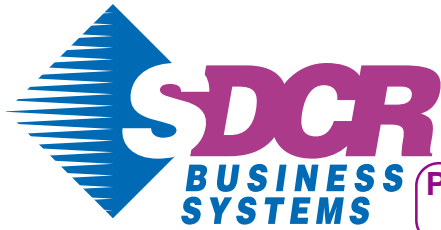
As a premier IBM Business Partner, we supply our clients with the best in hardware available. When there is a hardware issue, one call to our toll free support number and we will, upon determination, dispatch IBM Onsite Support to your location. This service is also available 24 hours a day, 7 days a week.

These are a few of our professional services offered. We are sure you see the benefit to taking full advantage of your system to get the most information from it. Please call us today and find out the many ways in which SDCR can be of service to you.



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Depot

SDCR trained computer repair technicians have been repairing POS equipment for many years. We have hands on knowledge of older legacy POS hardware while staying current with the latest platforms.

Depot Management

We will work with your organization to develop a Hot Spare inventory for your operation. This will allow you to contact us with a hardware problem and get a replacement sent overnight. The damaged piece will be sent back to SDCR for repair and placed back into inventory for your next hardware need.

Our Depot department will completely manage the process for you. Upon determination that the hardware is in need of repair and cannot be fixed via pcAnywhere, we will remove a Hot Spare from your inventory and overnight it with a UPS Call Tag for easy and rapid return to our repair center. Our help desk will follow up to confirm the arrival and to assist with any setup and configuration that may be necessary.

Once the broken piece is returned to SDCR, it will be repaired and placed back into your inventory. We will provide you with monthly activity reporting so that you can easily track the repair and replacement status of your depot inventory.

If you are interested in decreasing your operating expenses by 20 to 40% and would like to increase your bottom-line profit, let SDCR manage your hardware through our depot and hot spare program. It is reliable, prompt and affordable.



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Aloha[®]
POS





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SDCR will work with your organization to customize a Help Desk and Depot solution that will fit your individual operation. You may have specialized equipment or software needs which translates to specialized service. We will design and implement a service solution that will allow your restaurant to concentrate on the day to day operation and take away the worries of POS repair and support.

Your operation may require dedicated personnel to be available for just your system. Whether it be Aloha or any other software or hardware platform in the market today, we will hire, train and make available the staff to support your organization. This gives you the benefit and piece of mind that a seasoned services company will be at the other end of every phone call to support your stores.

Our Customized Solutions are by no means limited to help desk services and we encourage you to develop a customized depot solution as well.



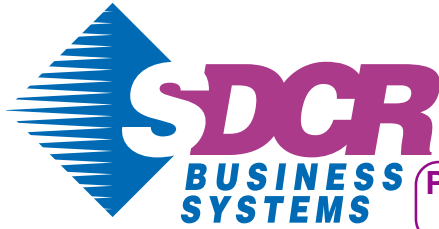
Customized Solutions

Call us today and ask how we can service you. It is time that restaurateurs manage restaurants and that services experts manage services. By working together we can achieve the same goal, COMPLETE CUSTOMER SATISFACTION.



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System Design

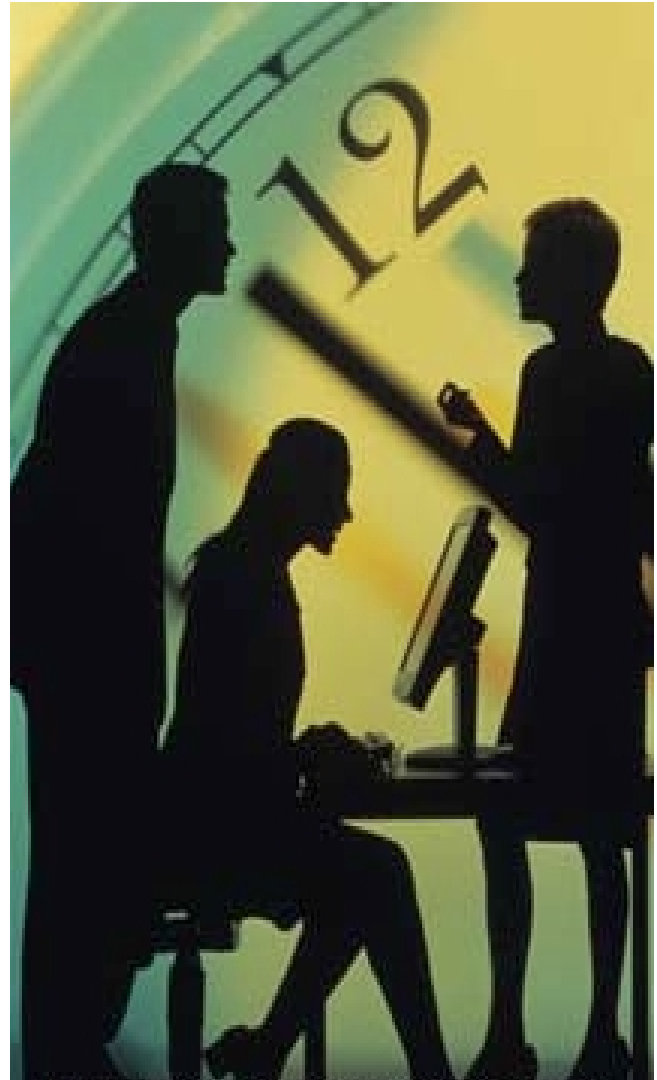
We pride ourselves on hiring industry seasoned experts. This allows our staff to take a more consultative approach when working with you. Our expertise in the hospitality industry can help you design a system that is staff efficient, economical, and brings a maximum Return On Investment to your organization in the shortest amount of time.

Implementation

Whether we assist in the design of your system or not, we can help implement your system by assisting with programming databases, touchscreens, assisting with documentation, manager training, staff training, and live support. As the largest reseller of Aloha software in the U.S., our experience in implementing systems can be one of our greatest services to you.

Training

In addition to our Train-the-Trainer approach during implementation, staff training and manager training, we also hold periodic training seminars to help your managers and/or staff learn how to use your Aloha system better. Great candidates for these seminars are new employees that have not participated in formal training or staff members that have been promoted to managers and now need the benefit of learning the management functions of your system.

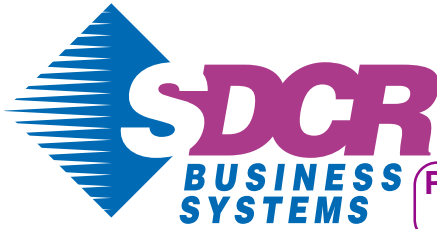


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SDCR Business Systems is an expert in providing point of sale systems, service, and ongoing support to multi-unit restaurants across the United States. Since 1967, SDCR has provided restaurants state-of-the-art POS hardware and software solutions. We are proud to present Ibertech's Aloha, the original Windows based touch screen Point of Sale software. Our commitment to Ibertech's Aloha and IBM has been the foundation for our business. SDCR was the number one Aloha Business Partner and the number one IBM/Aloha business partner for 1999.

SDCR and Ibertech have been business partners for over 4 years. SDCR was the first Aloha business partner and today we have over 350 installations across the country.

SDCR's corporate mission is to provide superior service to our customers. With our industry trained professionals, we offer a variety of service options including 7 day / 24 hour staffed helpdesk, an excellent depot maintenance program and service dispatched on site nationwide through IBM.

We look forward to a partnership with you that will benefit your staff, your operation, and most importantly, your customer service.



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