

Professional

Services

Responsive

Knowledgeable

Professional

Product Highlights

- Account Management
- Project Management
- Help Desk
- Technical Support
- Hardware Maintenance
- Custom Programming
- Software Maintenance
- Systems Analysis
- Training and Documentation
- Quality Assurance
- System Staging and Burn-In
- Installation and Site Preparation

With many years of retailing experience, including merchandise buying, store management, and finance, we take pride in providing service and support that adds value to your business.

ACCOUNT MANAGEMENT

Account Management is the foundation upon which the SalePoint solution is built. The account manager oversees all aspects of the customer's relationship with SalePoint, from the initial planning meeting, to the review of the completed installation, to discussing new technologies as they become available.

PROJECT MANAGEMENT

The project manager is dedicated to the successful implementation of your project with SalePoint. Their primary focus is to keep your project on time and within budget, while minimizing risks during implementation of the systems. Project managers ensure that each step of the deployment is taken in a precise manner, affording the highest degree of quality assurance.

STORE SYSTEMS SUPPORT

Through SalePoint's toll-free, seven day-a-week Help Desk and on-site hardware maintenance, we provide your store personnel with one-call, total support. Your calls are answered quickly, and in most cases, your problem is solved instantly. If we identify a hardware problem, a field engineer is dispatched electronically and resolves the problem on-site. The Help Desk also provides monthly management reports with details of every call, including graphs depicting a breakdown by type of call and other variables.

CORPORATE SOLUTIONS SUPPORT

For customers with our corporate merchandise management solution, SalePoint's Application Managers are available toll-free from 6 a.m. to 6 p.m. PST Monday through Friday. Direct, authorized, computer-to-computer access between your system and SalePoint's support personnel help solve problems quickly and efficiently. Emergency support outside regular business hours is available as an optional service.

"SalePoint solves our problems quickly and painlessly, and you can't put a price tag on that."



SALEPOINT®

More than Point of Sale

Services



Friendly

Reliable



*Complete
Support*



*Award-winning
Customer Satisfaction*

TECHNICAL SUPPORT

SalePoint's technical support personnel are available to you, on demand, to assist you in tailoring and supporting your system to meet your specific requirements. In addition, they are available to answer any questions you may have regarding hardware, operating systems, communications, and application software. They are Microsoft and IBM certified professionals, and have the supplemental support of a wide variety of other specialists including software engineers, connectivity specialists, and IBM technical support.

HARDWARE MAINTENANCE

We offer hardware maintenance programs from warranty to extended maintenance. These programs protect your investment in systems, and assure reliability and up time of the hardware for your critical operations.

CUSTOM PROGRAMMING, SOFTWARE MAINTENANCE, SYSTEMS ANALYSIS AND DOCUMENTATION AND TRAINING

SalePoint provides complete customization services including systems analysis, design, and documentation services to assist in tailoring the system to meet your unique needs. We will work with you to develop and implement a comprehensive training package to meet your requirements. Through software maintenance, you can be assured that problems will be resolved promptly, and that you always will be able to take advantage of the latest features of new releases. With our consulting services, we will review your current system, make recommendations, or develop an implementation strategy for your new system.

QUALITY ASSURANCE

All software you receive is verified by SalePoint's Quality Assurance Department. We have automated testing techniques that assist us in verifying system functionality, and well-documented test cases that validate everything from receipt appearance, to report totals, to the accuracy of the electronic journal.

SYSTEM STAGING AND BURN-IN

A sampling of the services provided includes: assembling hardware from all manufacturers, loading operating system, application software and location-specific data. Testing the fully-configured system, including application software functionality, packaging system for shipment, and many other services such as serial number tracking for warranty and maintenance purposes.

INSTALLATION AND SITE PREPARATION

SalePoint provides turnkey solutions along with professional services to completely support our valued customers. We have a proven methodical approach to the delivery of your retail information solution. With over 25 years of experience, SalePoint has earned a reputation in the specialty retail industry that is worthy of your trust.



SALEPOINT[®]
More than Point of Sale

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