



Cloud-Based POS Support

Shared Support Plans

Definition: Client has unlimited access to SAAS Providers support channels. CRS provides Tier I & II Support direct to Client and facilitates Tier III Escalation as required with SAAS provider.

BENEFIT	DESCRIPTION	SAAS-BRONZE	SAAS-PLATINUM	SAAS-DIAMOND
SOFTWARE UPDATES	Software Updates & Enhancements are applied automatically to cloud-based products.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SOFTWARE NOTIFICATIONS	Software updates are communicated through our digital channels on a weekly & monthly cadence	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRS SUPPORT EMAIL BRIEFINGS	Email briefings include updates on the latest releases of your software. Information for general users and additional offers exclusive to Members.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TRAINING	Our POST IMPLEMENTATION "key-stroke" training covers the cursory use of standard features within your software. **MUST BE PRE-SCHEDULED	N/A	30 Minutes Per Month <small>(must be pre-scheduled)</small>	30 Minutes Per Month. Per Location <small>(must be pre-scheduled)</small>
TRAINING VIDEOS	Full Access to the CRS curated video library	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRS SUPPORT EMAIL BRIEFINGS	Email briefings include updates on the latest releases of your software. Information for general users and additional offers exclusive to Members.	N/A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
EMAIL SUPPORT	Email access to our Technicians generates a response within the outlined timeframes Monday - Friday 6:30am – 5:00pm MST (excl. holidays)	N/A	4 HOUR RESPONSE <small>(guaranteed)</small>	4 HOUR RESPONSE <small>(guaranteed)</small>
HELP DESK SUPPORT	Help desk support relating to the troubleshooting and resolution of any Cloud Based POS Software operational malfunction and/or CRS Provisioned/Approved peripheral equipment. Monday - Friday 6:30am-9:00pm MST (excl. holidays) Saturday - Sunday 7:00am-6:00pm MST - Emergency System Down	\$275.00 PER HOUR <small>(Pre-purchased & billed in 15-minute increments)</small>	UNLIMITED WITH TOLL FREE SERVICE	UNLIMITED WITH TOLL FREE SERVICE
CONSUMABLES	All standard and special order consumable products	<input checked="" type="checkbox"/>	10% DISCOUNT	15% DISCOUNT