



service IT

You hope to only buy things once but you know that you will need service for years to come. A quality service program can be the difference between success and failure in today's market.

We all know that issues occur at the most inopportune time. Issues never occur during our slow periods. That is why you need a partner that can deliver on service when it's needed. The current average response time in the point-of-sale industry is in excess of one hour. An hour, in a hospitality venue, is an eternity. Employees are frustrated, food is not coming out of the kitchen, and the most unfortunate issue is that your customers are not happy.

At Performance we understand the sense of urgency that is required to be successful in this industry. Our

employees are restaurant people that have been where you are. Last year our average response to our customers was three minutes and eighteen seconds with most calls answered within two rings of the telephone. Our employees are certified through hardware manufacturers IBM, Epson, and Motorola to provide you with the highest level of quality service.

In addition to emergency support Performance provides preventative maintenance programs to keep your equipment running in top notch condition. By performing yearly maintenance on the equipment, your investment is better protected and your total cost of ownership is reduced. All of our hardware maintenance contracts come with complimentary preventative maintenance services.

- Hardware Maintenance Contracts
- Software Application Support
- Preventative Maintenance Programs
- Printer Hot-Swap Program
- Custom Maintenance Plans Available
- Epson Repair Facility
- IBM Repair Facility (IBM Advanced Partner)
- Envision Repair Facility
- Remote System Management and Repair

Help is only a phone call away.