



Service Offerings For The Food Services Industry

Support for food service technology throughout the entire lifecycle

The food service industry is fast paced and highly competitive, with tight profit margins. Effective use of restaurant technology, from initial deployments to ongoing support, impacts customer satisfaction as well as the bottom line. TechTeam Global offers a broad portfolio of technology services to keep restaurant operations running smoothly, efficiently and profitably. Our experience with food service technologies helps you maximize return on your investments.

We provide high-quality support for restaurant systems, including POS systems, order entry kiosks, RFID technology, video surveillance and security systems. We support back office systems, kitchen displays, printers, and labor management, inventory and recipe applications. TechTeam can be your single point of contact for all of your technology support requirements.

OUR SOLUTION

TechTeam offers a complete range of IT support services for restaurants (corporate and franchise locations) from rollouts of new technology, project management and staff training to ongoing support.

Technology and POS Rollout/Deployment

Choose our team to develop a rollout plan, project manage, and deploy your food service technologies, including new installations, upgrades, and refreshes. With a staff experienced in deploying restaurant technologies, we offer an efficient and economical service that enables your restaurant locations to get up and running quickly.

OUR SUPPORT SERVICES

- Restaurant technology rollouts
- Project management and planning services
- Training and documentation services
- Restaurant technology refreshes
- 24/7 help desk support
- Infrastructure support

YOUR BUSINESS NEEDS

- A partner with extensive knowledge of the food service industry
- Lower costs and faster ROI for technology deployments
- Complete lifecycle support for restaurant and franchise locations – from deployment and training, to post-live support
- Scalable options for quick service and table service restaurants
- Reduced costs for service without sacrificing quality
- Custom-tailored services available on a T&M or fixed-fee basis
- End-to-end infrastructure capabilities

Restaurant Technology Training Solutions

TechTeam offers a full range of training solutions, including traditional instructor-led classes, onsite training, and computer-based (eLearning) options. Our trainers have direct restaurant experience and use proven teaching methods to get your restaurant staff comfortable and effective immediately.

Documentation Solutions

Our training documentation services provide training materials for your managers and employees. Choose from facilitator guides, certification exams and operational manuals, quick reference guides, project book/trainer checklists and master project checklists, professionally developed by skilled food service professionals.

Help Desk Support

TechTeam is a global leader in delivering help desk support solutions, known for our agility, responsiveness, and innovation. Our team delivers world-class IT support 24x7x365 by integrating people, processes, and technology into a multilingual, scalable, solution based on ITIL best practices. Our help desk staff combines technology expertise with food service industry background to provide your restaurant with exceptional and cost effective support.

Infrastructure Support

Through a single point of contact model, we provide comprehensive support services including help desk, field services, and remote infrastructure management. We offer network and server monitoring and administration, as well as asset, configuration, and change management – the cornerstones of efficient IT services management.

Full Lifecycle Food Service Solution

Choose from one of our individual services, or select TechTeam to manage your entire technology platform. We can help you select technology, upgrade or deploy new POS solutions, train your staff, and provide the ongoing help desk support you need to remain efficient and competitive.

FEATURES

Our portfolio for food service technology enables your business to operate efficiently and effectively, and capture maximum return from your technology investments. TechTeam offers:

- Expertise with all major POS systems
- Complete solutions, from deployment to training, to post-installation support
- Skilled professional staff with food service industry backgrounds
- Distributed team with a global reach
- Best practices defined by continuous process improvement methodologies
- Single partner for restaurant and corporate IT support

BENEFITS

Reduce costs

- Lower labor costs and reduce HR overhead through outsourcing
- Avoid expensive one-time system training costs by using TechTeam's staff
- Shorten deployment and training schedules with experienced resources

Boost ROI from food service technology and POS systems

- Implement new POS systems and system upgrades faster, with minimal disruption to restaurant operations
- Train staff on new technology with food service industry professionals

Professional training solutions nationwide, with many global locations

- Multiple training options, including formal classroom training, onsite live training, and web-based training
- Documentation solutions, including facilitator guides, end user certification exams and operational manuals, quick-reference guides, project book/trainer checklists, and master project checklists

Ongoing ROI with post-installation help desk support

- World-renowned help desk support teams
- Best practices defined by continuous process improvement strategies
- Global service delivery options available
- Staff with food service background

Customize a solution from a portfolio of lifecycle solutions. TechTeam:

- Partners with system developers for rollout and/or training
- Works with restaurants and chains to upgrade existing systems or deploy new POS systems
- Works with restaurants and chains to train staff on new or upgraded technologies
- Serves as a project manager to oversee the entire lifecycle solution
- Focuses on continuous improvements that drive down cost and increase user satisfaction

TECHTEAM GLOBAL, INC. is a leading provider of IT outsourcing and business process outsourcing services to large and medium businesses. Founded in 1979, TechTeam has nearly 2,100 employees across the world today, providing IT support in 32 languages. TechTeam's common stock is traded on the NASDAQ Global Market under the symbol "TEAM." For more information, call 800-522-4451 or visit www.TechTeam.com.



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