

redefining the restaurant experience with intelligent IT solutions



Restaurant Support Services

Trusted to make our customer's technology work

Our knowledgeable, determined and compassionate employees use effective tools to minimize disruption to restaurant operations. Restaurant Support Services often anticipate and solve the problem before the restaurant even knows they have an issue. Because we do our job so well, our customers can focus on doing theirs.

We have a long history of working with the restaurant industry. Our Restaurant Support Services are more than just a helpdesk. We proudly serve our customers with focus on improving the overall health of restaurant technology systems.

We provide IT support services that include helpdesk services, problem management to diagnose and resolve root cause issues, remote monitoring, self-help tools and asset management.

Our Restaurant Support Services serve as the single point of contact for thousands of restaurants in the US, UK and China.

We optimize crew time

By focusing on reducing your technology issues, we help you optimize your crew time in your restaurant. Our predictive analysis and preventative maintenance tools help better detect, repair and remove defects in your store technology. We are focused on minimizing service interruption issues so your crew members can focus on serving the needs of their customers. With a single point of contact to handle all restaurant technology issues, we provide fast and easy access to answers and information.

We improve efficiency

At every level, we put fixing customers' technology issues as our top priority. Our team of professionals are available 24x7 and offer multiple language fluency (English, Spanish and Mandarin) so we can help your crew members when they need us most.

We've significantly decreased the time and cost of regular software updates by automating the process, so your technology systems remain up and running when you need them. Also, by offering a scalable management solution, we've reduced your total cost of ownership in managing your restaurant's technology.

We help improve guest experience

Finally, since we empower your restaurant personnel to successfully manage the technology with ongoing training, tools and connections, we ultimately allow them to focus on providing an overall better guest experience to your customers.





Restaurant Store Command Center

Simply stated, our Restaurant Store Command Center brings together all of your in-store technology and consolidates technology management, incident management and service under our care. Our professionals proactively monitor your in-store technology to keep availability high and mitigate potential breakdowns before they occur. We handle all system upgrades and patches, and we monitor security for all of your store locations globally. If something does go wrong with an in-store system, your employees now have one number to call, no matter if it's a POS malfunction or a kiosk with a frozen screen.

Innovative solutions improve restaurant efficiency

We offer several innovative solutions to help drive efficiency within your restaurant operations, including:

▶ Smartphone / tablet video application

Our smartphone / tablet video application enables video between crew members and our service desk employees in order to hasten problem resolution. Additionally, this application is made available to employees over a restaurant's wifi network

▶ Restaurant store monitoring

With this application, we can remotely monitor and configure technology devices in your restaurants. Also, by connecting to your restaurant electronically, we are more quickly alerted to potential issues

▶ Restaurant Platform as a Service

This solution combines Restaurant Monitoring along with Restaurant Information Data Management, and is utilized by 22,000 restaurants globally

▶ Quick Response codes

We also provide Quick Response (QR) codes available for download from the self-help site for instant access to information to solve technology issues. QR codes are accessible via smartphone or tablet over a restaurant's wifi network

▶ On-site technology person

These Atos support staff are specially trained to handle advanced troubleshooting technology in the restaurant. This program helps reduce operational downtime, lower calls to the service desk and allows restaurants to save money

▶ Drive-thru merge

Our video analytics platform allows you to track customers, processes and vehicles throughout your restaurant environment to optimize operations.

Comprehensive reporting

Another benefit of our Restaurant Store Command Center is cohesive reporting capabilities.

Because everything is managed in one place, you'll get comprehensive quarterly reports that detail specific service requests, resolution times, performance issues and impact - as well as the status of all system upgrades.

No matter how many restaurants you have or where they're located, you'll always have a clear picture of your total as well as individual store IT performance.

Get in command of your technology

As you take advantage of today's technology to enhance your business, it's essential to find a way to effectively manage tools so that you can benefit from availability and quick resolution response without breaking the budget. We are a global leader in infrastructure management, procurement and contact center solutions, with a level of internal expertise that's difficult to match. Our Restaurant Store Command Center leverages our resources and experience to solve the most pressing needs of today's restaurant community.

It's a comprehensive, cost-effective solution that helps you gain a competitive advantage through technology without taking your focus away from your customers.

Contact us at atos.net or email dialogueito@atos.net

About Atos

Atos SE (Societas Europaea) is a leader in digital services with 2014 pro forma annual revenue of €11 billion and 93,000 employees in 72 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With its deep technology expertise and industry knowledge, the Group works with clients across different business sectors: Defence, Financial Services, Health, Manufacturing, Media & Utilities, Public Sector, Retail, Telecommunications and Transportation.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, and Worldline.

For more information, visit: atos.net

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