



## PREMIUM SUPPORT PLAN

The backbone of your POS system is the network and WIFI systems that it runs on.

Our Help Desk team is dedicated to making sure your cloud based POS system is running at its very best. The POS Software support provided by other vendors does not cover these vital components or your POS hardware (outside of any new or extended warranty provided at purchase) but HMS can help! Our premium support plan allows you to budget your POS support costs. No unexpected expenses! Contact us to sign up for the HMS premium support plan today!

Do you already have an HMS Toast help desk agreement and have questions? No worries! We would be happy to convert your existing agreement into our new premium support plan.

### WHAT DOES THE PREMIUM SUPPORT PLAN INCLUDE?

24x7 coverage applies to all remote support services except HMS honored holidays.  
(New Years Day, Easter, Memorial Day, 4th of July, Labor day, Thanksgiving and Christmas)



- Cloud management of your existing Meraki Z1,Z3 or MX64 Firewall, provided it can be migrated to the HMS Meraki cloud. This includes Firmware updates required for PCI compliancy of the device. Critical alerts such as an internet outages or hardware malfunction. Troubleshooting network bandwidth or connectivity issues for POS devices. Required Meraki device licensing INCLUDED! (up to a \$120 Value!) Without this plan the end user is responsible for ensuring the device is licensed and compliant.
- Assistance with your network switch, including all connectivity issues related to the POS.
- Assistance with access points, including connectivity or coverage issues for POS devices.
- On-site network analysis using the award winning WyeBot network analytics tool. WyeBot will detect and assist our technicians with providing the best solution to the most serious network issues. One FREE site visit is included per yearly contract renewal Monday through Friday 8am-5pm. The first hour of labor is included! Additional labor or any repairs requiring parts may be billable at prevailing support rates.
- FREE on-site service calls! One on-site visit per month, Monday through Friday 8am-5pm. The first hour of labor is included! Parts and any additional on-site hardware repairs or additional labor may be billable at prevailing service rates. Optional hardware agreements are available for your Toast System, ELO terminals, printers, Meraki and network switches.

All of this is included for only \$75.00 A MONTH! / billed quarterly.  
Annual customers will receive TWO Months FREE! / \$750 annually



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