



TotalPos Support Agreement Offering – (pricing upon application)



Emergency and Product Support

We will provide Emergency phone/remote support for problems that prevent you from making sales. We will also provide product support during office hours answering questions about product capabilities and telling you how to do things. For more information on what's included please see our definitions document.



Data Backup

Secure Weekly Backups

Imagine losing all your accounts and loyalty data. Secure your data with automated offsite backups. We back up your database offsite keeping all your programming and sales data safe. For peace of mind your data is backed up weekly stored in state-of-the-art data centers that employ the highest security standards and are SAS70 or ISO certified.



Remote Monitoring

Prevent problems before they occur and limit your Point of Sale's downtime. Keep your Point of Sale running longer and healthier with our Remote Monitoring service. We monitor your system including CPU usage, memory utilization and hardware/software changes to proactively address potential issues and prevent problems before they occur.