



the leaders trust **SCS**

Acapulco Restaurants - Applebee's International - Arby's Restaurant Group - Brinker International - Buffalo Wild Wings - Catalina Restaurant Group - Chevy's Restaurants, Darden Restaurants - Denny's Restaurants - El Pollo Loco El Torito Restaurants - Frisch's Big Boy - Houlihan's Restaurants - Marie Callender's - Ninety-Nine Restaurants O'Charley's Restaurants - Panera Bread - P.F. Chang's Steak 'n Shake - Taco Bueno - The Corner Bakery

National Restaurant Point-of-Sale Services

SCS
Executive
Summary

SCS Executive Summary

15 yrs
of proven
performance to 38 of
world's most
respected multi-unit
operators

*Now in our sixteenth
year of business, SCS
provides national Point-
of-Sale services
solutions to the most
respected companies in
the restaurant industry.*

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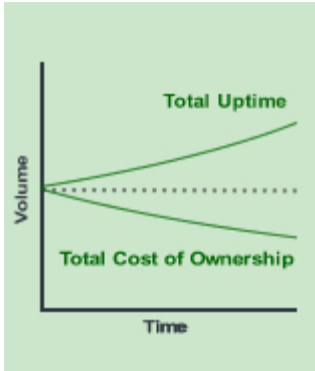
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Point-of-Sale Environment

Point-of-Sale technology is an increasingly strategic area for many restaurant companies. Point-of-Sale systems have evolved from “single vendor solution” systems that once were expected to provide cash, labor, and inventory controls only, to the centerpiece of strategic initiatives, sourced from multiple vendors, and capable of enhancing the overall guest experience. These factors now require that multi-unit restaurant operators not only quickly implement solutions that address the needs of the business, but that the implementations receive timely and cost effective support. These factors have also created set of business partner needs.



While Point-of-Sale deployments become more pervasive, costly, and complex, SCS help maximize systems availability and uptime and reduce total cost of ownership.

Technology Trends and Factors

- POS solutions often combine 10-15 different hardware companies
- Companies offer an increasingly complex array of hardware
- Accelerating rate of change in technology lifecycles
- Increasing consumer expectations for high levels of guest service
- Complexities associated with system integration and support

Restaurant Company Factors

- Business expansions, contractions, and mergers occur quickly
- Increasing “franchise model” requires new IT strategies
- In challenging times, “adding to internal IT staff” is not an option
- Operations need new application deployment “immediately”
- Technology adds, moves, and changes are critical and frequent
- Meeting the high service demands and expectations of customers

Business Partner Needs

- Custom solutions which function as an “extension” of the IT team
- Highly flexible and ready resources that can “move on a dime”
- Proactive programs which anticipate and drive improvement
- Holistic offerings to extend the life-cycle of legacy investments
- Dedicated staff with in-depth and highly specialized expertise

SCS addresses all of these factors and meets all your needs with the most robust and focused suite of Point-of-Sale services in the restaurant technology services industry. The SCS [High Performance Approach™](#) is a best practice that reduces total cost of ownership and optimizes systems uptime to improve the guest experience. With SCS as the service partner, restaurant companies have the freedom to invest confidently in additional open system solution technologies.

Who we are

Founded in 1993, SCS is a national company specializing in the delivery of Point-of-Sale services to national and large regional multi-unit restaurant operators. These services include procurement, cabling, installation, and maintenance services.

SCS offers the unique SCS High Performance ApproachTM - a specialized and proven approach applicable to our project and maintenance services, which reduces the total cost of ownership, ensures maximum uptime, provides the fastest dispatch to repair times in the industry, and delivers “on-time” and under-budget” project results.



Our Goal

Continue building on our national reputation as the premier provider of services to the multi-unit restaurant industry. We will accomplish our goal by growing our business in a reasonable and professional manner, by focusing on expanding our existing relationships, and at all times recognizing that our focus, attention to details, and strong partnerships, are what makes the SCS name special within our market segment, and that these same attributes will allow our continued success.

Our Promise

We promise to provide flexible and complete service solutions, under the SCS umbrella philosophy of “**Solutions without Boundaries.**” We will keep our promise by going “**Above and Beyond**” standard industry practices to provide our customers the highest service levels for both maintenance and project services. We also promise to proactively recommend approaches and ideas that save money, improve services, and enhance our long-term partnership.

*SCS promises to provide
flexible and complete
“Solutions without
Boundaries” and keep
our promise by going
“Above and Beyond”
standard industry
practices.*

Who uses us

Within the restaurant industry, the SCS name is synonymous with highly customized and highly responsive project and maintenance services. Since 1993, SCS has demonstrated the ability to develop and maintain strong long-term client partnerships. SCS has earned a reputation for excellence and the ongoing trust of the following clients:

2 out of 10
of the largest food service companies on the FORTUNE 1000 switched to SCS

Acapulco Restaurants, Applebee's International, Arby's Restaurant Group, Brinker International, Buffalo Wild Wings, Catalina Restaurant Group, Chevy's Restaurants, Darden Restaurants, Denny's Restaurants, El Pollo Loco, El Torito Restaurants, Frisch's Big Boy, Houlihan's Restaurants, Marie Callender's, Ninety-Nine Restaurants, O'Charley's Restaurants, Panera Bread, P.F. Chang's, Steak 'n Shake, Taco Bueno, The Corner Bakery

SCS provides significant project and maintenance services to two of the top five Fortune 500 restaurant companies.



SCS has earned a reputation for excellence and the ongoing trust of the world's most respected restaurant operating companies.

FORTUNE 500 Our annual ranking of America's largest corporations 2008

Home Fortune 500 Technology Investing Management **Rankings**

Full List Near You CEOs Top Companies Top Industries

Fortune 1000 Custom Ranking

Rank	Company	Industry	Revenues \$
106	McDonald's	Food Services	23,231.0
253	Yum Brands	Food Services	10,416.0
277	Starbucks	Food Services	9,412.0
415	Darden Restaurants	Food Services	5,925.0
519	Brinker International 	Food Services	4,377.0
694	Jack in the Box	Food Services	2,876.0
772	CBRL Group	Food Services	2,506.0
781	Wendy's International 	Food Services	2,470.0
829	Burger King Holdings	Food Services	2,234.0
992	Bob Evans Farms	Food Services	1,655.0

From the May 5, 2008 issue
Note: Results limited to first 25 matches.

What we do

Installation Services

SCS’s nationwide installation teams are available to perform quick, cost effective, and customized POS installation work. While we are proud of our long-term record of providing “on time and under budget” solutions for POS rollouts, we are equally proud of our ability to meet the “must have today” demands of the multi-unit restaurant industry. SCS installation services include but are not limited to:

38
Highly satisfied
leading restaurant
operating clients

*SCS project managers
enable our clients to
quickly and cost
effectively deploy new
POS hardware and
application software*

- Procurement
- Cabling
- Installation
- In-unit PC Upgrades
- Wireless Networks
- Operating System Upgrades
- POS Refurbishment
- VPN Software
- Order Confirmation Board Installation
- Equipment staging
- De-Installation
- Hardware Upgrades
- Application Upgrades
- Technology Disposal
- Kiosk Installations
- Consultation
- Equipment Warehousing
- Wide-Area-Network Interfacing

What we do

Maintenance Services

SCS provides highly customized and highly responsive on-site and depot maintenance services for IBM, NCR, MicroTouch, and ELO Touch, as well as industry-standard peripheral components. SCS is unique among national services providers in that the company views installed in-restaurant Point-of-Sale hardware and software as a "system," and not simply a collection of individual hardware components. This allows SCS to assume 100% responsibility for services support, regardless of the technology brand, technology type, or technology lifecycle status. Standard SCS maintenance programs include comprehensive support for the following technology:



SCS is 100% committed to providing highly customized and highly responsive on-site and depot maintenance services.

- Point-of-Sale Terminals
- Receipt printers
- Kitchen printers
- Drive-thru timers
- In-restaurant imaging
- Back office PC servers
- Kitchen display equipment
- Cash drawers
- Order confirmation boards
- Restaurant cabling
- Wireless networks

Performance Metrics

SCS's **REALTIME™** web portal provides detailed real-time reporting for both project and maintenance services. Designed in partnership with major restaurant companies, this industry-best tool provides customers significant value, including project status, deliverable postings, service call summaries, and service call details. Customized portal will include customized dashboards with drill down detail to include but not limited to the following metrics:

- Call transaction volume
- SLA attainment
- Resolve time
- Root cause analysis
- Parts availability
- Call volume post visit
- Response time
- First visit resolution
- Satisfaction surveys
- Part utilization

How we do it

Our proved **SCS High Performance Approach™**, continuously refined during our fifteen years of working with industry leading restaurant companies, delivers unmatched levels of project and maintenance performance. The key strategies of our unique approach include:

100%
Responsible

Each SCS technician is a direct employee, responsible for POS repairs, cable repairs, and back office server re-imaging for restaurant locations within the assigned geography

Delivering the Capacity for Responsive on-site Maintenance

SCS company standards, and the SCS business model, is based on the assumption that SCS maintenance technicians, on average, operate at **75% of capacity**, as measured in hours of the day. This allows us to post “best in industry” on-site response times.

Leveraging Expert Knowledge

SCS technicians are **direct employees**, fully responsible for understanding specific on-site customer requirements, and for providing “first-visit” remedies for outages associated with point-of-sale hardware and point-of-sale cabling. SCS technicians are also trained in the details of customer requirements relative to image restoration and disaster recovery.

Utilizing Specialized Methodologies

SCS, with processes built on **fifteen years** of services partnerships with the world’s most respected companies, delivers best in industry results. Two out of the five largest restaurant companies in the Fortune 500 count on SCS for service excellence, along with numerous other large national companies and leading regional operators.

Delivering Unbiased Vendor Agnostic Solutions

SCS delivers **vendor agnostic service** solutions. Our “**Solution without Boundaries**” philosophy will not be limited by technology brand, technology type, or technology lifecycle status. With SCS, your solution is about your needs and preferences because SCS will manage and maintain in-warranty, end-of-warranty, and end-of-lifecycle technology.

Managing Scalability and Growth

SCS is the proven national point-of-sale services company for restaurant companies desiring flexible and customized services solutions. SCS is able to deliver superior maintenance services success to operators with thousands of restaurants and unparalleled project results to companies requiring up to hundreds of site visits a month. Our well managed growth is reflected in Dun & Bradstreet designating SCS the **highest category of stability**.

How we do it

Listen. Analyze. Discuss. Implement. Monitor. Simple, powerful, and common sense words at the core of the SCS approach to services excellence.

The SCS High Performance Approach™ begins with a Client Discovery Session. This meeting allows key SCS personnel, including executive management, supervisors, and senior technicians, to listen to customer needs. Based on the discussions, tentative ideas and solutions are analyzed, setting the groundwork and partnerships for more detailed discussions.

Once your specific solutions are defined, SCS tailors each solution to your exact needs. Your solution will improve and adjust with your changing needs because SCS holds a routine on-site Client Discovery Session annually to revisit each step in our six step delivery model:

1. Identifying your objectives
2. Defining metrics of success
3. Assessing current resources and processes
4. Creating a highly customized world-class solution
5. Measuring results against metrics of success
6. Applying continuous improvement practices.

Client Discovery Sessions

The Client Discovery Session is a key component of SCS’s best-in-class delivery model and has great impact on sustaining your peak levels of performance and improvement. Your Client Discovery Session will be an annual or semi-annual on site strategy and discovery session where your internal staff meets with your dedicated account team – executive staff, senior service management, area managers, and senior technicians.

Over a period of 1-2 days, your help desk representatives, IT personnel, and operation employees will have the opportunity to invest some strategic time with your SCS team to exchange of ideas, build teamwork, and keep everyone current with a fresh review of your objectives. The items reviewed include but are not limited to:

- Hardware discussions
- Overall restaurant topology
- Stocking levels
- Preventative Maintenance
- Communication procedures
- Reload procedures
- Disaster recovery
- Problematic issues
- Top part failures
- Performance results



SCS’s focused strategy allows us to specialize and leverage industry specific best practices and deep expertise to perform at levels other vendors can not.

Our Promise

SCS Promises To:

- Deliver **“Above and Beyond”** best in industry results
- Provide **“Solutions without Boundaries”** to meet all of your services needs
- Create a **“Partnership”** environment, where our mutual focus is not on “taking care of the restaurant,” but “taking care of our restaurant.”



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