



TECH
SERV

CONNECTING YOU
TO THE **RIGHT**
TECHNOLOGIES
FOR YOUR BUSINESS

WHY TECH SERV?

Because we are there for you when you need us! The world today is not limited to 9-5 and we are not either. Experienced in all aspects of technology to support and serve your business.



"Tech Serv handles all our restaurant technology needs, VoIP, point of sale, & inventory management."

- Rondo Fernandez, Owner of Mojo's

"Tech Serv took the time to learn what I need to scale my real estate firm & support my agents."

- Jamie Blankenship, Owner & Broker for Invictus Realty



"Tech Serv is available nights, weekends & holidays, which are our busiest times."

- Lloyd Pennington, Operations Manager Eaton's Beach

"Each time I have worked with Tech Serv it's been a great experience."

- Parish Tanner, Owner of Ocala Car Audio



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"We are on our 7th new restaurant with Tech Serv as our tech installer. We LOVE the support we receive from them in both our brands."

- Jerry Roberts,
Owner of Gator's Dockside
& Piesanos Stone Fired Pizza



"VoIP phones have made a HUGE IMPACT on our business. I don't miss my calls from clients."

- Robert Zubieta, Owner Patriot Homes

"A true partner, supporting servicing & scaling with our 29 locations. The team at Tech Serv are restaurant people and understand what it takes to run a business in the hospitality industry."

- Brandon Lowery, Director of Operations iServBBQ



"We are a tech-heavy business and Tech Serv comes through EVERYtime to support us."

- TJ Ready, Operations Director Dillion Media Group



HELPDESK

COMPREHENSIVE TECH SUPPORT FOR RESTAURANTS

At Tech Serv, we understand your restaurant's specific needs and challenges, and we've designed our Helpdesk Services to cater specifically to the restaurant industry.

Anytime, Anywhere

We can handle all the technology in your business. From cameras to televisions, phones & computers we can support them all.

Vendor Management

Our helpdesk services extend beyond immediate tech support to include the management of your technology vendors. Tech Serv can support, install, repair or work through these vendors on behalf of restaurants.

Multiple Contacts

You can speak with a REAL PERSON 24/7

- 352.482.1999
- Help@TechServSupport.com

Problem Resolution Efficiency

We recognize that time is of the essence in the restaurant business. That's why we've designed our problem resolution process to be efficient, ensuring swift resolution of your tech issues.



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ALL YOUR TECH, **MANAGED.**



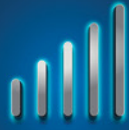
CAMERA



COMPUTER



MUSIC



INTERNET



FIREWALL



EMAIL



PRINTER



POINT OF SALE



NETWORK



WI-FI



VOIP



TELEVISION

All Your Tech

Tech Serv takes a holistic approach to your restaurant's technology needs, offering end-to-end management and support for all your systems.

Whether you're a small café operating a single Square system or a multi-branch restaurant network running on Aloha/NCR, we have the experience to help you succeed.

From your in-house music and cable services to your internet, VoIP phones, POS systems, firewalls, networks, and Wi-Fi, our team has the expertise to ensure that every piece of your technology puzzle fits together perfectly.



VENDOR MANAGEMENT: FOR ALL YOUR TECH NEEDS

Our vendor management service is a comprehensive solution that takes the burden of managing various technology vendors off your shoulders. We know that restaurants rely on a variety of tech solutions, from music and cable to internet, phones, POS systems, and firewalls. Our aim is to ensure that all these systems work seamlessly together to create a smooth and enjoyable experience for both your team and your customers.

Managing Your Technology Vendors

At Tech Serv, our helpdesk services extend beyond immediate tech support to include the management of your technology vendors. Tech Serv can support, install, repair or work through these vendors on behalf of restaurants.



INSTALLATION



SUPPORT



VENDOR LIAISON



REPAIRS



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ALWAYS THERE, ALWAYS READY.

Running a restaurant often means operating outside the traditional 9-to-5 business hours. It's a world where late nights, early mornings, and weekends are all part of the job. At Tech Serv, we understand this reality.

Round-the-Clock Availability

- Late-Night System Failure
- Early Morning Prep
- Weekend Rush

At Tech Serv, we're committed to providing you with the support you need to keep your restaurant running smoothly. We're here for you 24/7, so you can focus on providing the best experience for your customers, confident that your tech needs are fully covered.



BUSINESS PHONE

PLATE UP SUCCESS WITH OUR CUSTOM VOIP PACKAGES TAILORED TO SERVE THE NEEDS OF YOUR RESTAURANT

- Connection with Tech Serv's VoIP Solutions
- Online Ordering Links Direct Customer Texting
- Special Offers Interrogated with Your CRM

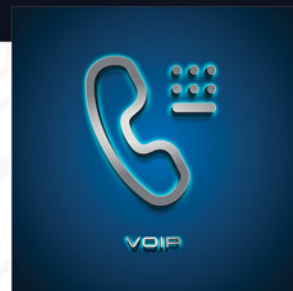
Through personalized messaging, direct online ordering links, and special offers, you're not just improving your restaurant's communication—you're enhancing customer engagement and loyalty. Tech Serv's VoIP solutions help you build these connections, driving your business's success.

- Data Analytics & Call Pattern Insights
- Understanding Call Patterns
- Optimizing Staffing
- Improving Service Delivery



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The advanced data analytics provided by Tech Serv's VoIP solutions allow you to make informed decisions that can improve your service delivery, optimize your staffing, and ultimately, drive the success of your restaurant.



- 24/7 Connectivity
- Efficient Staff Communication
- Managing Reservations and Online Orders
- Call Recordings
- Training Purposes
- Order Accuracy
- Quality Control
- Streamlined Operations
- Enhanced Customer Service
- Revolutionize Your Business Practices



Choose Tech Serv's VoIP solutions to take your restaurant's communication to the next level. Let us be the secret ingredient in your recipe for success!



POINT-OF-SALE

TECHNOLOGY SOLUTIONS FOR YOUR BUSINESS

At Tech Serv, we're committed to delivering unparalleled, personalized, and efficient POS services, tailored to your unique business needs.

Comprehensive POS Services

- Installation
- Support
- Repair
- Programming

With Tech Serv, you're not just getting a service - you're getting a partner committed to optimizing your Point-of-Sale systems for business success.

Wide Array of Supported POS Systems

Supported Point of Sale Systems:



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Detailed Services

- Supporting a Wide Array of Point-of-Sale Systems
- Programming
- Routing
- Printers
- Enterprise Reporting

Why Choose Tech Serv for Your POS Needs?

- Tailored Solutions
- Comprehensive Services
- Efficient Problem Resolution
- 24/7 Support
- Expertise in Multiple POS Systems
- Focus on Customer Satisfaction
- Vendor Management

Choose Tech Serv and experience the benefits of having a dedicated, proficient, and customer-centric POS service provider on your side!



CAMERAS & DVR

WHY CHOOSE TECH SERV?

Whether you're starting from scratch or seeking to upgrade your existing surveillance system, Tech Serv is your one-stop-shop for all your CCTV needs.

Our CCTV Services Include:

- System Planning and Design
- Installation
- System Integration
- Maintenance and Repair
- Upgrades
- Training
- 24/7 Support

Visualize a Safer Restaurant with Our Camera & DVR Solutions

Security and visibility are crucial for successful restaurant management. Tech Serv is here to help you secure your space and monitor your operations with top-of-the-line Cameras and Digital Video Recorders (DVRs). We're proud to feature high-quality products from March Networks

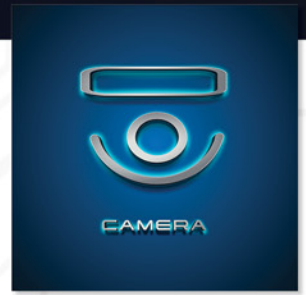
- Securing Your Space
- Monitoring Your Operations
- Preventing Losses
- PCI Compliance
- Deterring Theft
- Minimizing Wastage
- Maximizing Operational Efficiency



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PCI Compliance

Payment Card Industry Data Security Standard (PCI DSS) compliance is a critical consideration for any business that accepts, processes, stores, or transmits credit card information. Restaurants, with their heavy reliance on card transactions, must pay particular attention to these standards.



Individual Physical Access to Sensitive Areas (PCI Requirement 9.2.1.1) Confirming Identity Verification Practices (PCI Requirement 9.3.4)

Surveillance cameras, when properly utilized, can significantly contribute to a restaurant's efforts to meet PCI compliance requirements. Tech Serv, with March Networks professional services, is ready to assist your restaurant in this important compliance journey.

March Networks DVRs

March Networks is a pioneer in intelligent IP video surveillance. The advanced analytics, high-definition video quality, and versatile deployment options make these cameras an excellent choice for restaurants.

March Networks DVRs stand out with their host of intelligent features, such as:

- High-Definition Video
- Advanced Analytics
- Flexible Deployment
- Enhanced Security
- Operational Transparency
- High-Capacity Storage
- Efficient Retrieval
- Remote Access
- Reliable Evidence Storage
- Operational Oversight
- Motion Searching

Together, Tech Serv and March Networks deliver a comprehensive surveillance solution that safeguards your restaurant and optimizes operations. Make the smart choice for your restaurant.



RECOMMENDED CAMERA ORDER:

- Cash Handling Areas
(Office & Terminals)
- Dish Pit
- Kitchen
- Cooler & Freezer Entry
- Inside & Outside of Front
and back entry doors
- Garbage Area
- Drive Thru
- Parking Lot
- Lobby



 **MARCH**
networks
A Delta Group Company



NETWORKING

STAY CONNECTED. STAY EFFICIENT

Seamless communication is the recipe for operational efficiency and an enhanced customer experience. Ensuring that all your technology works together harmoniously, boosting productivity and reducing downtime.

Reliable Networking for Uninterrupted Operations

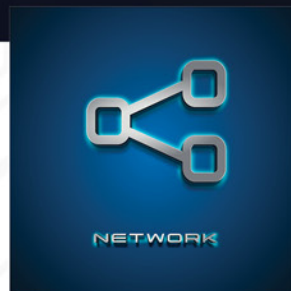
- **Custom Network Design *and* Installation:**
We design a network setup to suit your restaurant's specific needs and oversee the installation, ensuring smooth operation and seamless integration.
- **Integrated Solutions for POS, Reservation, and Order Management Systems:**
Our networking solutions seamlessly integrate your key systems - POS, reservation, and order management - for efficient operation and superior customer experience.
- **Secure, PCI-Compliant Network Configurations:**
We prioritize your business' and customers' data security. Our network configurations adhere to PCI compliance standards, ensuring a safe digital environment.



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Stay Connected with Our Restaurant Wi-Fi Solutions

- **Custom Wi-Fi Network Design:**
Tech Serv designs custom Wi-Fi networks based on the size, layout, and specific needs of your restaurant, ensuring optimal signal coverage across your premises.
- **Guest Wi-Fi Services:**
Enhance your customer experience by offering reliable, high-speed guest Wi-Fi. It is a small touch that can significantly improve customer satisfaction.



Benefits to Your Restaurant

- **Improved Security:**
Secure, PCI-compliant network configurations protect your business and your customers' data, improving trust and safety.
- **Improve Efficiency and Productivity:**
Be it POS transactions, order management, or employee communication, everything becomes quicker and smoother with a robust network in place.
- **Enhanced Customer Experience:**
Providing reliable, high-speed guest Wi-Fi can significantly enhance your customer's experience, making them more likely to return.

Our tailored, comprehensive networking and Wi-Fi solutions are designed to make your restaurant operations smoother, more efficient, and more digitally connected. We're excited to help you enhance your restaurant's operations and customer experience with our tailored networking and Wi-Fi services! Take the next steps and reach out today



MUSIC & SOUND

MUSIC AND SOUND SYSTEMS FOR RESTAURANTS

Creating the perfect atmosphere in your restaurant goes beyond excellent food and service. With Tech Serv's state-of-the-art music and sound systems, you can set the ideal ambiance to enhance your customers' dining experience.

Features and Capabilities

- **Music Solutions:**
From digital music libraries to playlist creation services, we connect you to tailored solutions to create the perfect soundtrack for your restaurant.
- **Communication Systems:**
Our sound systems also facilitate clear and effective communication amongst your staff, improving efficiency and coordination.
- **High-Quality Equipment:**
We provide and install high-quality speakers, amplifiers, and microphones to ensure superior sound quality and reliable performance.
- **Integration with Existing Systems:**
Our sound solutions can integrate seamlessly with your existing systems for a holistic, efficient operational setup.



Services and Support

- **Installation and Maintenance:**

Tech Serv offers comprehensive services including installation, maintenance, and upgrades.

- **24/7 Support:**

With our dedicated support team available 24/7, you can be assured of swift assistance and resolution of any potential issues.

Why Choose Tech Serv?

- **Tailored Solutions:**

Our solutions are designed to meet your unique needs, reflecting the personality and character of your restaurant. We work with your existing equipment or upgrade with ours.

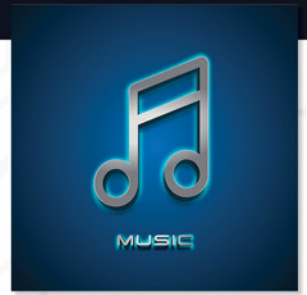
- **Experience and Expertise:**

We bring years of experience and deep expertise in delivering sound solutions to restaurants, promising reliable and impactful results.

- **Customer Satisfaction:**

Your satisfaction is our success. We go the extra mile to ensure you're delighted with our services, from consultation to installation and ongoing support.

Whether you're after soft background music, live performance audio, or efficient communication systems, we've got you covered. Contact Tech Serv today for a tailored music and sound solution that enhances your dining atmosphere and bolsters customer satisfaction. Let's amplify your restaurant's dining experience together!



COMPUTERS

REVOLUTIONIZE YOUR RESTAURANT MANAGEMENT

Tech Serv's comprehensive IT solutions ensure that you have the right technology to streamline your operations, from reliable computer systems to efficient printers.

Complete IT Support:

Our team of experts are committed to providing end-to-end IT services, from initial setup to ongoing maintenance and support. Experience seamless restaurant management with Tech Serv.

Features and Services

- **Computer Systems:**

We provide reliable computer systems equipped with the latest software, tailored to meet your restaurant's operational needs. We will also work to learn your existing legacy systems.

- **Email Systems:**

Stay connected and communicate effectively with our robust email solutions. Manage bookings, orders, and team communications with ease.



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- **Printers & Accessories:**

Our high-quality printers and essential accessories ensure that your operations run smoothly, from printing receipts to daily reports.

- **Screens & Displays:**

Equip your workspace with clear, high-resolution screens for effective order management, inventory tracking, and more.

Enhancing Restaurant Operations

- Efficient Order Management
- Inventory Tracking
- Customer Management

Why Choose Tech Serv?

- **Experience & Expertise:**

With a wealth of experience in providing IT solutions for restaurants, our team delivers reliable and efficient services tailored to your needs.

- **End-to-End Solutions:**

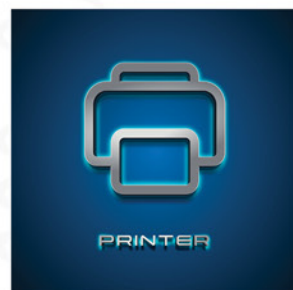
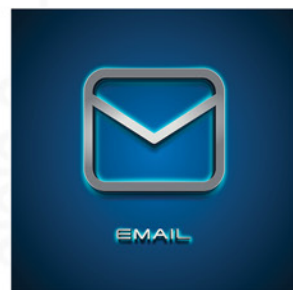
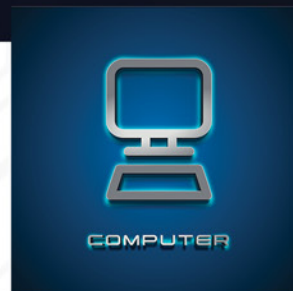
We manage all aspects of your IT infrastructure, providing a hassle-free experience and letting you focus on what you do best – delivering excellent food and service.

- **Customer Satisfaction:**

Your satisfaction is our priority. We strive to provide exceptional services that exceed your expectations.

Ready to streamline your restaurant operations with Tech Serv's comprehensive IT solutions?

Contact us today for reliable, professional services tailored to your needs.



FIREWALLS

FIREWALLS AND DATA SECURITY FOR RESTAURANTS

Experience peace of mind and safeguard your restaurant's digital assets with Tech Serv's firewalls and data security solutions.

- **Securing Your Restaurant's Data:**

In an increasingly digital world, protecting your restaurant's data is paramount. At Tech Serv, we offer robust firewall and data security solutions designed to keep your sensitive information safe.

- **WatchGuard - A Trusted Name in Security:**

Our services feature WatchGuard, an industry leader in network security, providing advanced protection that continually adapts to new and emerging threats.



- **Advanced Firewall Solutions:**

WatchGuard firewalls provide comprehensive visibility into your network traffic, allowing for efficient control and prevention of unauthorized access and potential data breaches.



- **Data Security Measures:**

Our data security solutions protect sensitive customer data, transaction records, and business information. With multi-layered security measures, your digital assets are safe with us.



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- **PCI Compliance:**

Tech Serv ensures your restaurant meets PCI DSS requirements for secure payment processing. We make it easy to protect cardholder data, implement strong access control measures, and maintain a vulnerability management program.



Services and Support

- **Installation and Maintenance:**

We offer full-service solutions from firewall installation and configuration to regular maintenance and updates, ensuring your security measures stay current and effective.

- **24/7 Support:**

With Tech Serv, you're never alone. Our 24/7 support team is always ready to provide prompt assistance for any security threats or issues.

Why Choose Tech Serv?

- **Tailored Security Solutions:**

We understand every restaurant has unique security needs. That's why we customize our firewall and data security solutions to match your specific requirements.

- **Experience and Expertise:**

With extensive industry experience and a team of experts, we bring you reliable and advanced solutions that safeguard your restaurant's digital environment.

- **Commitment to Customer Satisfaction:**

We're dedicated to more than just providing security solutions. We're committed to ensuring your peace of mind and complete satisfaction with our services.

Ready to secure your restaurant's data? Contact Tech Serv today for advanced, PCI compliant firewall and data security solutions designed to protect your business.



OUR SERVICE PLEDGE

At Tech Serv, we understand that restaurants operate in a fast-paced environment, where efficient communication, streamlined operations, and quick problem resolution can significantly impact success. Our commitment is to empower restaurants with tailored, comprehensive tech support services that are designed specifically to meet the unique demands of the industry.



Be Your Trusted Tech Partner

We are committed to understanding your business, anticipating your needs, and helping you leverage technology to achieve your goals.



Ensure Quality & Efficiency

Our expert team is dedicated to resolving your tech issues swiftly and accurately, minimizing downtime and ensuring smooth operations.



Deliver Comprehensive Services

We manage all your tech, not just some of it. From your POS systems to your firewalls and Wi-Fi networks, we cover it all.



Prioritize Your Success

Your success is our success. We're committed to providing effective solutions that streamline your operations, boost your productivity, and foster your business growth.



Provide 24/7 Support

We understand that your business operations don't stop, and neither do we. Our dedicated team is available around the clock, ensuring you have the support you need, whenever you need it.

Tech Serv is fully dedicated to providing unparalleled tech support services to restaurants. Your success is our mission, and we promise to stand by you at every step of your technological journey.



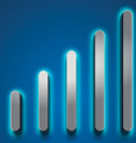
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WE ARE **HERE** FOR YOU

352.482.1999
for Emergency Service



VOIP



INTERNET



TELEVISION



PCI



POINT OF SALE



CAMERA



FIREWALL



PRINTER



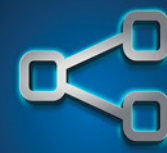
EMAIL



COMPUTER



MUSIC



NETWORK

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for Non-Emergency

CALL**TECHSERV**.COM



TECHNOLOGY FOR BUSINESSES THAT AREN'T 9 TO 5

Tech Serv is proud to be an IT company,
with people on-call and available
24/7 to support your business.

We keep essential equipment in stock
to keep you up and running during your
busiest days terminals, kitchen displays,
printers, and networking equipment to
get you operating again.

"Our understanding of this industry makes
us a unique partner to support all your
technology needs and we look forward
to working with you!"

– Scott Kluess, President of Tech Serv



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