

# Self Checkout Support Services

## Best in Class



### Remote Resolution

Utopia Monitor allows certain error resolution steps to be taken remotely, without interrupting front-end operations. Each individual piece of hardware can be reset and power-cycled, enabling a potentially time-consuming and tedious task to be completed in seconds. If the error cannot be resolved immediately, only then will the store be contacted and a technician dispatched, saving you money.

### Proactive Monitoring of all Lanes

Utopia Monitor allows our support professionals to know the status of your lanes proactively. If there is a problem, we will know immediately and begin taking steps to resolve the error. (All monitoring is over a VPN to ensure privacy and security.)

### Integrated Ticketing System

Your managers can receive a username and password to view the Utopia Monitor from any location with an internet connection. This will allow them to see the current status of their stores, and open trouble tickets that can be assigned to one of our support professionals. You can also view at-a-glance all tickets that have been opened for a store, a lane, or a specific piece of hardware.

### Hardware Lifecycle Management

To help maintain adequate hardware reliability a complete history is kept of all errors that occur. If a specific component of hardware begins showing trends of potential failure, preventative maintenance may be scheduled.

### Full Control and Streamlining of Updates

Initiate updates with the press of a button. You don't have to worry about complicated procedures, disrupting your front-end for an update, or managing a large number of software CDs. It's all automatic. Firmware updates are included as well, so common updates such as a new quarter or a new \$5 bill are no longer a hassle.

