



“Esteem were American Golf’s chosen EPOS support provider based on their vast experience of supporting retail organisations and their ability to commit to extended hours of support, providing flexibility and resulting in quicker fix times.”

Phil Barker, Head of IT for American Golf

EPOS Support & Maintenance Services at a Glance:

- 24 x 7 x 365 service UK wide
- Tailored hours and service levels to meet your needs
- Rapid Response and Fix Times (from 4 hours)
- Support for a complete range of EPOS hardware & software
- Supply, configuration and installation of complete EPOS systems
- Dedicated EPOS Helpdesk team

EPOS Equipment we Support and Maintain

We can support and maintain a complete range of specialist EPOS equipment, including:

- ▶ EPOS terminals and servers
- ▶ Chip and PIN terminals (including mobile terminals)
- ▶ Bar code scanners
- ▶ Cash drawers
- ▶ Printers (including receipt, ticket, label and thermal printers)
- ▶ Swipe card readers
- ▶ Door access readers

Benefits of our EPOS Support Services

Enhanced customer experience

We can help reduce downtime and reduce queues, helping you to build customer loyalty and encouraging customers to return.

Improve customer service

Our EPOS support and maintenance services help reduce downtime and leave your staff free to concentrate on delivering excellent customer service without worrying about the technology.

Reduced cost of EPOS systems

By refurbishing and re-engineering your existing EPOS equipment we can help to extend its life, helping you to get the most out of your investment, and it's better for the environment than replacing with new equipment as well.

Maintain optimum performance

We understand EPOS technology inside out. As a result, we can help you to identify potential areas of risk or future failure and pro-actively take actions to reduce downtime through regular servicing and monitoring.



Our Customers

We provide EPOS Support Services to over 25 high street retailers, as well as hotels, cinemas, quick service restaurants, and leisure clubs. Organisations of all sizes benefit from our tailored Maintenance Services.