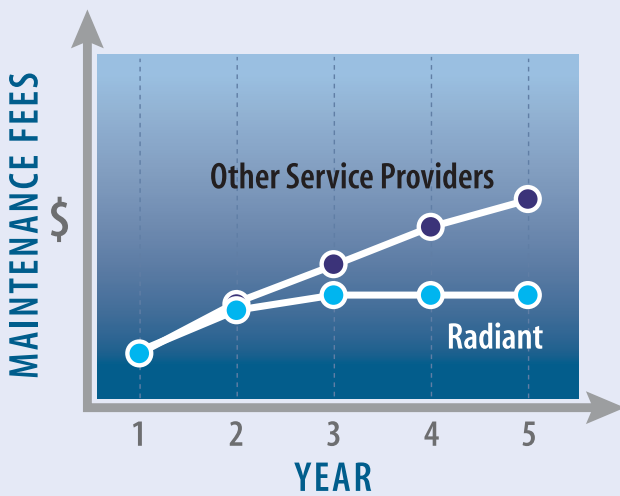




RADIANT FIELD SERVICES

Lower Total Cost of Ownership: Radiant is committed to providing affordable technology and support to every customer. Our total quality focus and comprehensive service program covers three failure types offered under a flat pricing structure to drive a lower total cost of ownership.

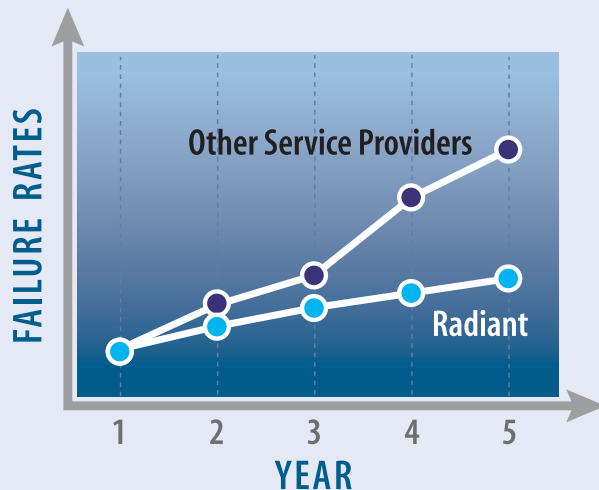


CUSTOMER MAINTENANCE COSTS

Consistent pricing over the course of Radiant's service agreement results in more predictable expenses and lower overall costs.

SYSTEM FAILURE RATES

Higher initial quality, full unit replacement policies and strict reconditioning procedures reduce failure rates and extend the life of the technology investment.



COMPREHENSIVE FULL LIFECYCLE SUPPORT

Radiant stands behind its technology from implementation through decommissioning, covering virtually any type of failure – including functional, wear and process-related – under a single fee. Radiant's comprehensive field support helps customers reduce implementation risk, maintain optimal system performance and make efficient transitions to next-generation systems.

FASTER RETURN TO SERVICE

Radiant resolves system failures quickly and completely. For any system failure, Radiant provides full unit replacement – as opposed to individual component replacement – resulting in faster return to service and a reduced chance of future failures. Radiant configures replacement units to pre-failure specifications, including re-installing any supported software or peripherals added after initial implementation.

SUPERIOR QUALITY

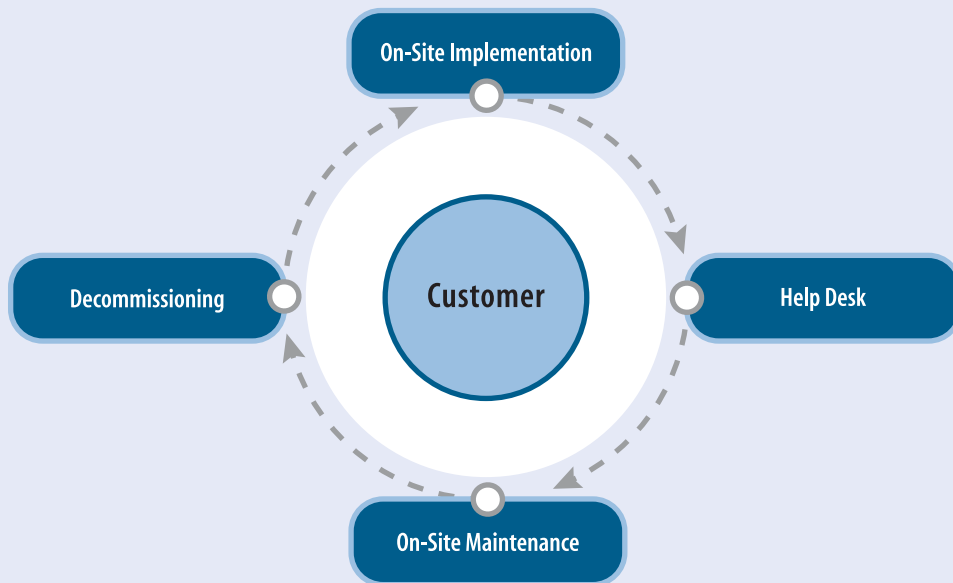
Utilizing Radiant's ISO certified quality management systems, the highest level of quality is embedded in every step of the field service process. Help desk and field technicians undergo rigorous training and evaluation to ensure they can address issues quickly and accurately. Returned systems go through comprehensive testing, repair and validation before being redeployed in the field.

TOTAL GLOBAL COVERAGE

Radiant's Field Service Organization, with more than 2,000 certified service technicians and an extensive global service parts logistics network, is able to install and service multi-vendor hardware solutions around the world 24 hours a day.

COVERAGE FOR THREE FAILURE TYPES

- Process
- Wear
- Functional



COMPREHENSIVE, FULL-LIFECYCLE SUPPORT

Maximizing the benefits of a technology investment isn't just about having the most advanced system available; businesses also need a comprehensive, dependable support organization standing behind them every step of the way. Radiant Systems understands that technology is most effective when it's well-supported. And the cost of technology is much more than just acquisition costs. To help businesses maximize return on investment, Radiant provides comprehensive field support for the entire lifecycle of the technology solution. Radiant Field Services leverages proven processes to ensure fast return to service when systems do fail and to minimize or eliminate recurring failures. The services are designed and priced so every customer receives the quality of support that helps them keep operations running smoothly while maintaining a low total cost of technology ownership. From initial implementation to ongoing maintenance to decommissioning, Radiant delivers comprehensive, full-lifecycle field support for our technology solutions.

The Radiant Field Services offerings are customizable to meet the specific needs of any business and include the following key components:

IMPLEMENTATION SERVICES

From the beginning, Radiant provides the necessary field support to reduce the risks of our customers' technology implementations. With a variety of flexible installation service options, Radiant is equipped to meet varying business requirements and implementation timelines. These services are built on industry best practices and years of hands-on experience to ensure high quality, low risk and solid return on investment for the customer. Installation services can be purchased separately or together as an end-to-end solution.

- Rollout Management
- Install, Move, Add, Change (IMAC)
- Cabling/Bracketing
- Staging
- Client Support Center

EQUIPMENT MAINTENANCE

Radiant can customize the equipment maintenance schedule to meet your needs. Depending on the specific circumstance, Radiant can use a combination of its own field services staff and industry-leading service partners to provide maintenance. Radiant leverages its entire service network to ensure customers receive a quality solution quickly by using the separation of part and tech methodology. This methodology allows the delivery of the right part and the right technician at the right time.

PART AND TECH AVAILABLE

- Part and tech available:
- Advanced exchange
- Same day
- Next calendar day
- Preventive maintenance
- Repair and return
- Support non-Radiant solutions