BIZTRACKER INFINITY SOFTWARE OVERVIEW

INFINITY
Retail Management System

IRMS

SETTING AND EXCEEDING POINT OF SALE & TRANSACTIONAL STANDARDS FOR TODAY'S GENERAL RETAILING INDUSTRY

Biztracker
point-of-sale e-commerce software

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In retailing time is money
Biztracker Infinity helps you make both

Biztracker Infinity frees you up so you have time to sell, manage and profit

In today's busy retailing world time is money:

- The longer stock sits on the shelf, the more it costs you.
- The less time customers spend at the checkout or looking for products, the more satisfied they will be.
- The faster you get access to full and timely sales and customer information, the more responsive and better your decision making.
- The less time you spend managing your IT system, the more time you can spend using it to add value to your business.

Biztracker Infinity Retail Management System frees you up to spend time on making your business more profitable.

Biztracker Infinity's fast and efficient data management gives you real time business information, and frees you up to make timely decisions that help cut costs, boost sales and retain customers. At the same time, the intuitive, easy-to-use, point of sale leaves staff free to focus on customer service.

Biztracker Infinity
Setting the standard for retail management systems

Biztracker Infinity Retail Management System seamlessly integrates head office, in-store back-office and point of sale. This means that high quality inventory, sales and customer information is available, much more quickly, enabling you to make better quality decisions.

Information is presented in ways that suit the requirements of different parts of the business, making it easier to carry out promotions and targeted marketing, identify and manage high-value customers, manage inventory, track stock and undertake comprehensive sales reporting, either centrally or from individual stores.

Biztracker Infinity includes a suite of intuitive, easy-to-learn tools that let your staff perform streamlined sales transactions with full offline capability, meaning better customer service and less staff frustration. The resilient system is backed up by local support.

Biztracker Infinity is completely scalable and flexible working in a variety of retail verticals in stores ranging in size from a single PC operation to a department store with hundreds of lanes.

Biztracker Infinity
Faster, more reliable and more flexible

What sets Biztracker Infinity apart are its three core technologies, which make it faster, more reliable, more flexible.

Faster because Biztracker Infinity's technology enables close to real time reporting so you and your managers always have the latest information on which to make informed and timely decisions, which can be implemented as soon as you decide the time is right. Because transactions are replicated around the network as they occur, updates to stock position, changes in pricing and credits or debits to customer balances are implemented just as quickly.

More reliable because Biztracker Infinity's technology keeps working even during network outages. You carry on selling when others cannot, meaning less frustration for customers and staff, and no loss of sales.

When your network goes down, Biztracker Infinity retains all transactions at the point of sale terminal until the network is restored and your databases can be updated. This high level of data integrity gives you the confidence of knowing you are making decisions on the basis of having all the facts.

More flexible because Biztracker Infinity's technology allows you to easily make changes that customise the system to meet the needs of you and your staff without having to alter the core Biztracker Infinity functionality. Whether you grow your business by number of stores, across international borders, across channels and formats or into new verticals, Biztracker Infinity can be configured simply to meet your changing requirements.

Biztracker Infinity's three core technologies
that make all the difference

The Linker

Biztracker's patented Linker technology ensures the close to real time synchronisation of point of sale, in-store back office and head office databases. As a sale is made, the Linker updates databases across your network in close to real time or at intervals determined by you, creating a distributed database.

And when pricing, promotion or product changes are made at head office, the Linker will ensure the changes are simultaneously pushed out to all point of sale databases in all lanes.

The unique Linker technology means Biztracker Infinity offers a faster and more reliable level of service than retail management systems that rely on text files to be uploaded from point of sale to a transactional server. Uploading text files is more cumbersome than the Linker's technology and does not enable all lanes across branches to be updated within seconds or, in some cases, not even on the same day.

Relational database

Biztracker Infinity employs a Relational Database Management System at point of sale as well as head office and back office, which enables all business information to be replicated across the network, and to be interrogated and reported according to the differing needs of people in the organisation.

Because Biztracker Infinity, which is based solely on Microsoft SQL Server at the head office level, also uniquely provides SQL Server Desktop at point of sale, replication of information is uniform and seamless – there's no moving text files between SQL and other environments – ensuring everyone has fast access to the same sets of data all held within a SQL environment.

Extended Service Module

While Biztracker Infinity provides powerful functionality catering to the full range of retail verticals, not all is required for all verticals and some retailers need specific functionality to suit the unique ways in which they do business.

The Extended Service Module (ESM), unique to Biztracker Infinity, allows us to deploy specialised functionality and give access to more features without changing the core functionality of Biztracker Infinity. This is how Biztracker Infinity handles the complex requirements of such diverse businesses as supermarkets, garden centres, department stores, petrol stations, convenience stores, as well as those specialising in furniture, jewellery, telecommunications, lighting, paint, music, liquor and apparel.

It also means you can configure Biztracker Infinity to suit your business environment much more quickly and easily and that if you expand into different areas or increase the breadth of your offering, you can do so quickly, without having to replace your system.

How Biztracker Infinity works for your customers and staff at point of sale

Customers

- Faster transaction times reduce the time customers spend in queues and the risk of walkouts.
- Self-service kiosk options mean customers can find what they want quickly and easily.
- Biztracker Infinity can work offline so customers don't need to wait if the network goes down.
- The intuitive system means staffs are freed up to focus on the customer rather than the mechanics of processing a sale.
- Customers get what they want immediately because Biztracker Infinity provides timely stock reporting meaning popular lines are always in stock.
- Real time inventory updates mean when a product is out of stock in one store, staff can quickly locate it for a customer in another branch.
- Customers receive offers and discounts that reflect their importance to the business.

Staff

- Biztracker Infinity is easy to learn and intuitive to use, reducing training time and increasing job satisfaction.
- Automated reporting and wireless stocktaking reduce time spent on tasks such as price checks, reordering and stocktaking, freeing up staff to focus on customer service.
- Optional 24/7 helpdesk support means help is close at hand, reducing staff frustration.
- Biztracker Infinity's ability to keep operating during a network outage means fewer annoying interruptions for sales staff.

Biztracker Infinity at **point of sale**

Biztracker Infinity is accessed through a graphical user interface that can be customised to the needs of individual stores. Terminals can be configured as a standard PC, a touch screen or a till screen.

Operators use function keys that provide intuitive prompts that can be customised to meet the needs of your staff and business systems.

Each point of sale terminal allows for differentiated user permission and access level security, providing greater control.

The Biztracker Infinity point of sale terminal can handle a wide range of retail tasks including generating quotes, lay-a-way sales, gift card, gift voucher sales, redemption and tracking, refunds validated at head office, store-specific items and pricing, links to scales, the ability to create loyalty or customer accounts at point of sale and integrated Credit and Debit Cards (in the United States, New Zealand, Australia, Canada and United Kingdom).

Navigation keys for moving around Biztracker Infinity

Operators use navigation keys to move around the screen.

Enter	- Selects highlighted button, or confirms entry
Arrow Keys	- Use to navigate around the screen
Tab Shift/Tab	- Use to Tab forward or back if preferred over arrow keys
F1	- Help Menu
Esc	- Takes one step back, cancels

Function Keys for moving around Biztracker Infinity

Function keys are located at the bottom of the POS screen at all times and are represented by F2, F3 (refer to

diagram on previous page). They can also be selected by navigating to them with an arrow or the tab key and

then hitting enter.

User Interface Modes

Different Biztracker Clients may want their POS front end to be customised. With Biztracker Infinity there are multiple ways to customise the screen and button layout.

Standard PC Mode

This is the standard interface for Biztracker Infinity (three variants available). In this mode you can use any IBM-compatible PC and keyboard (also programmable keyboards).
The program allows for the mapping of individual keys to provide shortcuts to products and for navigating the main sales screen. The keys will then revert to normal for making a search or account entry.
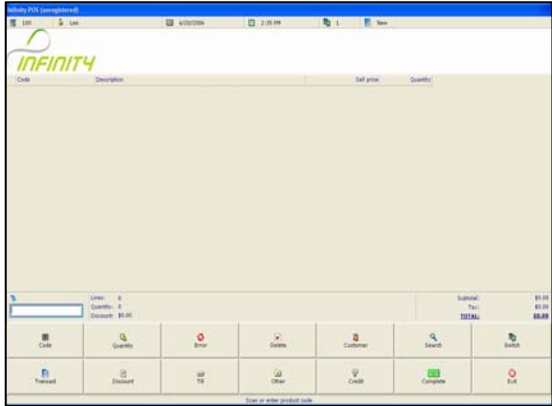
Touch screen mode

Unparalleled in its field, the Biztracker Infinity point of sale application can also run in a touch-screen mode. This mode has been designed to manage high-volume environments; it makes the transaction process intuitive for the operator so as to complete the transaction quickly and easily. In addition to standard transactions, Biztracker Infinity excels at unique transactions, such as returns, split tender transactions and in-store cash card transactions, which can be performed as quickly and efficiently as regular transactions. The on-screen buttons and functions can be modified by each store to
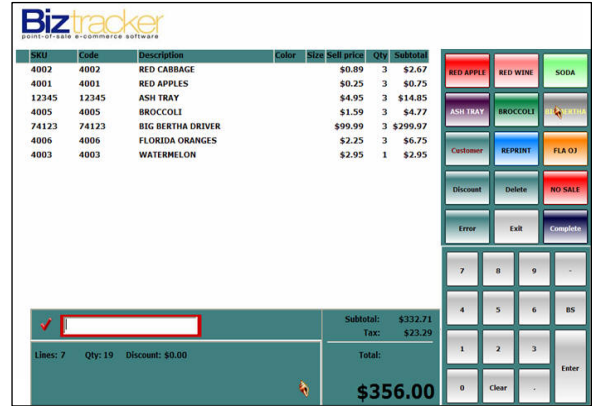
handle a wide variety of products. Because of the adaptability of its user interface, Biztracker Infinity is able to meet each individual store's unique needs, even as they change over time.

Touch screen mode

Has many of the same attributes as the touch screen mode but the layout is more in line with a cash register style of point of sale. You have the ability to load your own images onto buttons and tailor the look and feel of the point of sale screen.
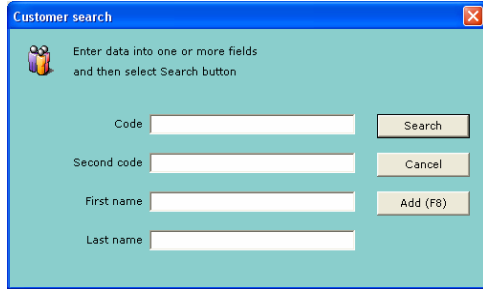

Standard Screen Mode   Touch Mode

Configurable Point of Sale

Biztracker Infinity allows you to change the user interface screen so that you can adapt the screen to best suit your environment or point of sale procedures. Using this function you can create, hot keys, fast tender keys, increase font sizes and change screen colours.

The Function keys will reflect your custom processes For example, hot key for customer purchase history
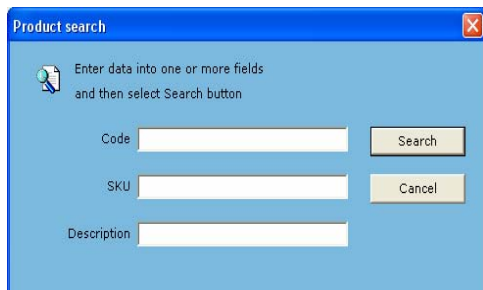
F2 **Customer**

- Prompts the customer search screen.
- From here operators can choose 1 or more fields of 4 to easily search for a customer.
- Once the customer is chosen, the sale will revolve around that customers account.
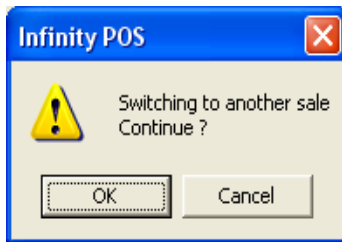
  i.e. charge sale to account selected.

F3 **Search**

- Prompts the product search screen for manual look up of an item.
- Using one of the 3 fields the operator can quickly and easily find the product they are looking for
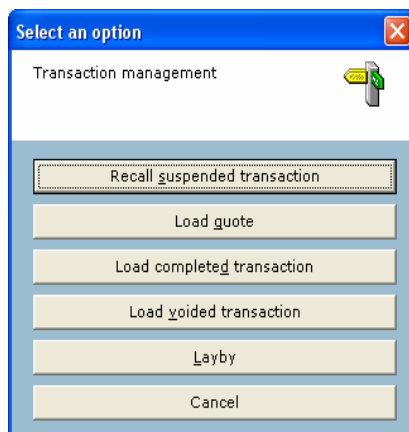
F4 **Switch**

- Alerts the operator that they are about to park a sale and switch screen.
- A checkout can be a very distracting environment. For this reason the secondary POS screen is a different colour to help the operator know where they are at all times

F5 **Transact**

- As there are many functions that can be performed at a transaction level, Biztracker Infinity has been designed to simplify this.
- From here an operator can choose what they would like to do with the transaction they are about to begin. They will then be taken to the appropriate window.
- When an operator chooses this function while in a sale, a different set of prompts will appear. This simplifies the process for the user by not seeing options that do not apply.
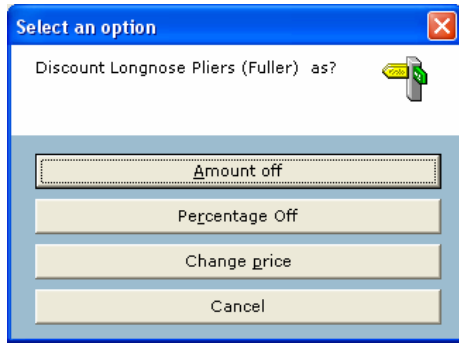
F6 **Discount**

- By simply highlighting the option and pressing enter they will be taken to the next window to perform the discount function required for the transaction

- The operator can choose to discount the entire sale by not selecting any items for discount. This will bring up another screen with further options relating to that task. This simplifies the process and speeds up the transaction
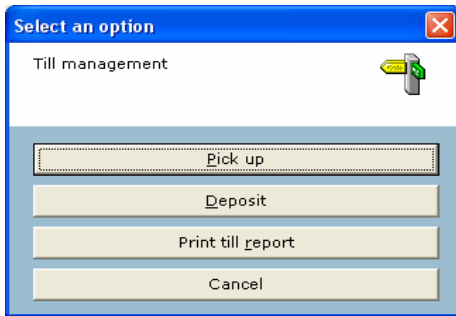
F7 **Till**

- Easy prompt menu to select whether they are withdrawing money or depositing.

- User is taken to new screen to verify amount.

- Print till report is generally not performed by an operator. Once highlighted the types of till reports will become available to select from.
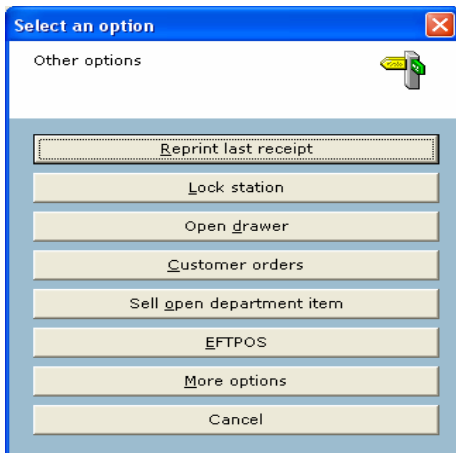
F8 **Other**

- 'Other Options' comprises of functions that are generally not performed often at POS.

- Each option will take the operator to an intuitive window to assist them in what they need to do for the sale.

- Under more options are further options. Such as Other branch look up. Enter sales person, delivery and texts.
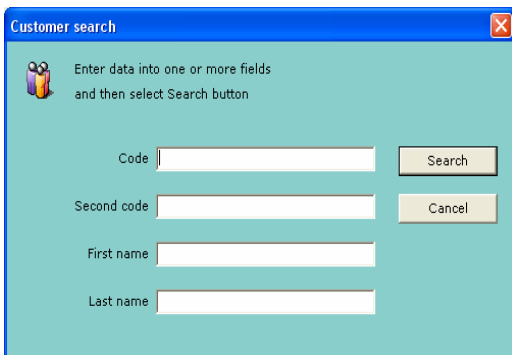
F11 **Credit**

-

F12   Complete
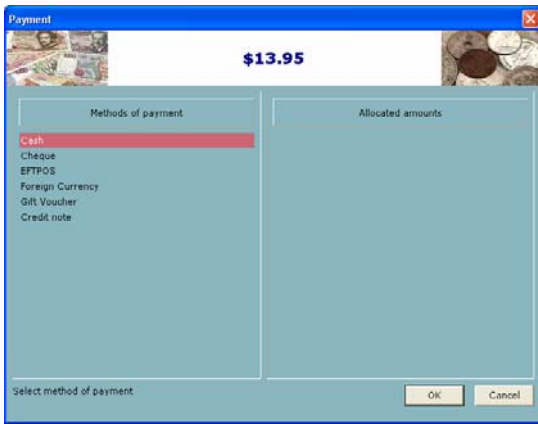
- Opens tender window

- Cash, Charge, Credit Cards and Debit Cards as well as customised media can be selected to tender the sale with

- Once media is selected the option to split the tender (part pay) is available to the operator.

- Tender process is intuitive and easy to understand.

Point of Sale

Comprehensive point of sale features Biztracker Infinity has to offer

- Quotation creation
- Lay-A-Way transactions
- Accounts Receivable
- Frequent Shopper/Loyalty sales
- Branch or warehouse stock lookup/by colour size
- User exits to CRM websites
- Multi level permission based security
- Serial number tracking
- Gift Card & Voucher tracking and redemption
- Refunds with refund validation at Head Office
- Transaction suspension and recall
- Alternate transaction
- Scale Scale/Scanner links
- Customer ordering at POS
- Account payments
- Branch specific Items and pricing
- Configurable GUI in standard, touch screen
- Advanced product / customer search facilities
- Refund validation at Head Office
- Price embedded support
- Host maintenance
- WEB enabled product and customer screens
- Customer specific web screens
- User prompts
- Pricing and promotions dynamics
- User permission / access levels
- Loyalty customer, debtor account creation at POS
- Discount, percentage, amount, by items or by sale
- Integrated CREDIT CARDS NAD DEBIT CARDS NZ, AU, USA,UK
- Multi-branch inventory control
- Time clock
- Discounting by customer/Customer type
- Launch E-mail client at POS

How Biztracker Infinity works for you and your mangers at **head office** and **back office**

- Controlling stock levels and, therefore, managing costs is made easier by access to real time information on stock levels in a store, across branches, in the warehouse and on order.

- Sophisticated inventory management systems let managers track buying preferences across stores and manage stock accordingly.

- Understanding customer preferences means you can make sure high-demand items are always in stock.

- Promotions and offers can be customised to a particular store, boosting a store's performance.

- Biztracker Infinity Mobile enables wireless stock take and real time interaction with point of sale allows accurate stocktaking to be carried out without interrupting sales or the need to stock take in overtime.

- Extensive sales reporting helps managers be responsive to trends in customer buying and assess the success of promotions.

- Automated reporting frees up store managers to focus on sales and staff management.

- Reduced customer fraud as debtor balances and returns are replicated as they occur.

- Fewer errors at point of sale due to control at head office.

- Shrinkage is reduced through monitoring of cash handling, discounting and return.

Biztracker Infinity at Head Office and in the Back Office

Biztracker Infinity's Back Office and Head Office systems have been designed to be as easy to use as the point of sale. Back Office is a scaled down version of Head Office, offering the same reporting and configuration features. The difference between the two is that Back Office operates at store level while Head Office operates across the business.

Biztracker Infinity Head Office and Back Office's features include consolidated reporting, inventory management tools, the ability to configure point of sale across one store or a number of branches, promotion control and management, the ability to implement branch specific items and pricing, gift voucher management, staff rostering and time clock functionality, business-wide messaging, user and access security, audit functionality, customer loyalty management, purchase orders processing, goods receipting and sales forecasting tools.
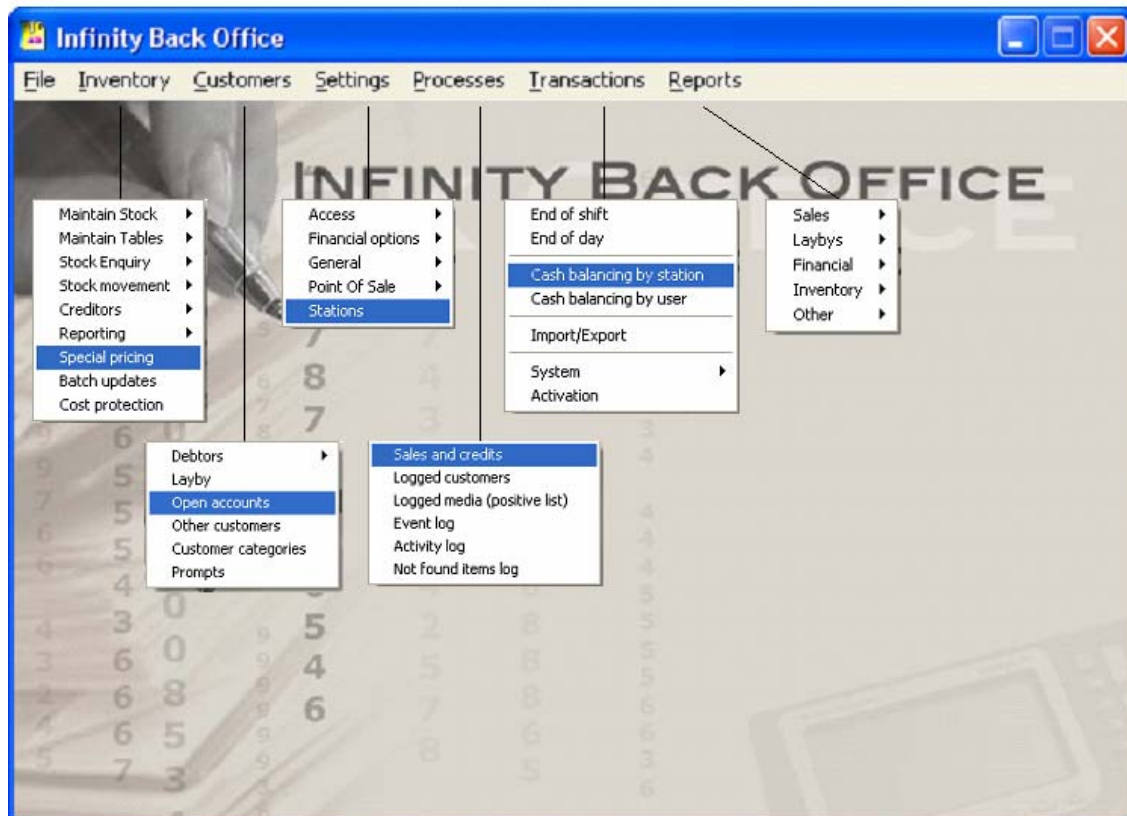
Head Office

Head Office gives you the ability to control multiple stores on a global level. From head office you have complete control over your stores and lanes no matter where they are.

- Maintenance of users, groups and permissions

- Consolidated reporting

- Branch specific items and pricing

- Multi store POS configuration

- ERP integration

- Control promotions, price management

- Inventory with control of store min / max – rationalisation

- Cost protection

- Inventory by location

- Maintenance of customers and customer groups

- Creditors / debtors

- Gift voucher management

- Time clock

- Store messaging

- Forecasting

- Customer loyalty

- User and permission set up for all branches

- Audit functionality to catch thieves

- Franchise control

Back Office

Biztracker Infinity Back Office is a scaled down version of Biztracker Infinity Head Office. It offers all the same reporting and configuration features, only this time at a store rather than a global level.

- Maintenance of users, groups and permissions

- Consolidated reporting

- Branch specific items and pricing

- Multi store POS configuration

- ERP integration

- Promotions, special price management

- Inventory with control of individual store min / max – rationalisation

- Inventory by location

- Cost protection

- Maintenance of customers and customer groups

- Creditors / debtors

- Gift voucher management

- Time and clock

- Store messaging

- Forecasting

- Customer loyalty

- Audit functionality

- Staff rostering

Biztracker Infinity Mobile

Biztracker Infinity is also available for Pocket PC and CE scanner devices. Biztracker Infinity Mobile will run as a browser to the device through your wireless network or it can be run as an application on the terminal, should you wish to operate in batch mode.

Biztracker Infinity Mobile currently supports
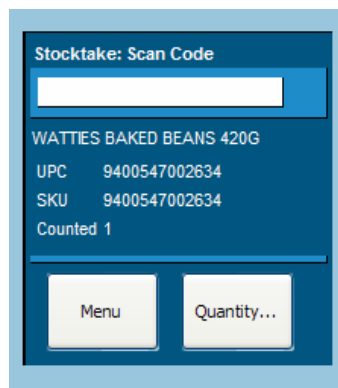
Price Verify
- Allows operators to check shelf edge label prices match POS
- Authorised users can change price of items on POS from handheld
- Check product descriptions are correct

Stock Take
- If used wirelessly stock takes can be performed while trading without effecting take as data is imported instantaneously
- Product description shown, this helps staff differentiate colour, size, model
- Product on hand, prompts operator to search for stock if count varies greatly

Ordering and receipting
- Stock replenishment managed from floor in front of product
- Allows for ad-hoc replenishment
- Receipt goods in against purchase orders

Stocktake: Scan Code

WATTIES BAKED BEANS 420G

UPC   9400547002634
SKU   9400547002634
Counted 1

Menu   Quantity...

Price Verify: Scan Code

WATTIES BAKED BEANS 420G

UPC 9400547002634
SKU 9400547002634
Price 1.39

On Hand 12 On Order 0

Menu   Change...

The A to Z of how
Biztracker Infinity works for your **IT Manager**

Biztracker Infinity has been developed especially for the retail trade and with retail IT Managers in mind. That's why we have designed it as a single-platform scalable, retail management system that is fast and efficient to customise, install, and manage.

And that's why we have fine-tuned Biztracker Infinity's installation process so you can start putting our retail management system to good use 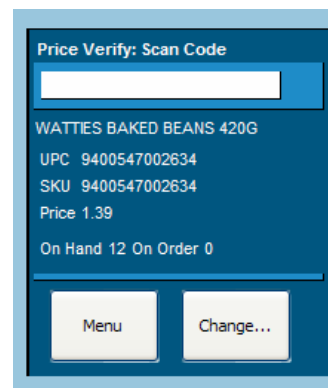immediately. As well, Biztracker Infinity's 24/7 local support reduces your internal overheads supporting the product, meaning a lower total cost of ownership.

Compatibility

Biztracker Infinity is designed to use your existing IT network infrastructure and, wherever possible, common software platforms. At its core, Biztracker Infinity uses Microsoft's SQL Server database architecture, already widely used by retailers and which has a guaranteed upgrade roadmap. SQL Server means you may already have in your network one of the key components required to benefit from Biztracker Infinity's relational database-based system.

Based on SQL Server, Biztracker Infinity is compatible with the wide range of reporting applications designed to interact with SQL, from Report Writer and Crystal reports to ANSI SQL reporting. And data can be interrogated in multiple ways using Microsoft's OLAP tools.

Biztracker Infinity is 100% compatible with Microsoft Windows 2000 and XP, the world's leading desktop software platforms. Biztracker Infinity will continue to operate within the Windows environment, accommodating the release of Windows Vista and other future evolutions of Windows and SQL Server.

ERP, CRM and accounting packages

Biztracker Infinity supports a wide range of procurement, customer relationship management and accounting software packages, which means the platforms in which you have already invested will be able to be fully integrated into the Biztracker Infinity environment.

Integration methods are based on interfacing DLLs that are written to customer specifications. The DLL is registered within Biztracker Infinity and thus becomes an integrated part of the system.

Biztracker Infinity interfaces with Oracle, SAP, Great Plains, JDE, and many other software systems.

Data import and export processes provided by Biztracker can be automated. The interface template uses SQL to SQL, ASCII to SQL and XML to SQL (SQL being the Biztracker Infinity DB). This import/export system is easily modified to suit individual retailer requirements.

Flexible connectivity

Retailers now have a wide choice of connectivity options. Biztracker Infinity will work with your connection whether you employ fixed local area network, wireless networks, dial-up Internet, or require staff to access information remotely using mobile data cards. Biztracker Infinity does not establish any network connections

using proprietary network communications protocols but uses your existing network.

Future proof

With Microsoft's server and desktop architecture at its core and employing the Delphi set of development tools, Biztracker Infinity's software upgrade path is secure. The retail management system is designed to have a long life cycle and is open enough to accommodate any upcoming changes in retail management practices.

With Biztracker Infinity being used around the world, Biztracker is at the forefront of retail technology innovation and business practice internationally, which means you have the security of knowing that Biztracker Infinity will incorporate the latest advances to benefit your business.

In addition, virtually any combination of hardware can interface with Biztracker Infinity including new retail technologies. The introduction of RFID technology into the supply chain or onto the shop floor can be accommodated by Biztracker Infinity, which will feed the information from RFID tags and devices into the database in the same way it handles data from mobile devices, warehouses or point of sale terminals.

Biztracker Infinity's support of the Windows platform extends to handheld devices running on the Pocket PC and Windows CE platforms. Future versions of these software platforms will also be supported.

Leading development tools

Biztracker uses Borland's industry-leading Delphi 7.0 rapid application development (RAD) tools for writing applications for enterprise and desktop databases. Delphi also has extensive support for Microsoft's .NET framework, which may currently be deployed across your business.

Being written from the ground up, Biztracker Infinity has a consistent look and feel throughout all modules. The use of Delphi and Extended Service Modules allows modifications to software applications to be made swiftly.

Minimal business impact

Biztracker Infinity can be introduced to your network with minimal business disruption. Whether you're managing the IT systems for two stores in a city or 2000 lanes worldwide, the same robust implementation process applies.

First we undertake testing and process development, drafting full documentation, which outlines the proposed system. Next testing specifications and design parameters are formulated. These pre-installation measures are subject to Biztracker's robust IT governance programme that ensures all key stakeholders, from the customer and in-house IT team through to external integrators and suppliers, are consulted.

Using the process documentation we build a prototype system, rolling it out as a controlled implementation at a single branch or lane. Every element, from Head Office to the POS, is thoroughly tested. A pilot implementation, based on the successful prototype, is then undertaken on a larger scale.

Biztracker favors a staged installation to minimize disruption at your premises, reduce install-time errors and ensure consistency of the configuration. Our technicians are on-hand throughout installation, and from the moment we start working with you, our 24/7 support service is available.

Scalability

As your retail operations grow, both vertically and horizontally, Biztracker Infinity is designed to grow with it. No change-out of software is required if you experience rapid branch expansion or an increase in the breadth of your offering. Regardless of the number of point of sale terminals in operation or the number of people who need to have access to Biztracker Infinity throughout the supply chain, the retail management system will scale to meet your requirements.

Expanding Biztracker Infinity as your retail operation grows internationally is simple and a number of customers are already using Biztracker Infinity globally. Differing Sales Taxes, GST/VAT/HST tax codes, currencies, and store specific costs can be managed centrally or locally.

Sales terminals employing Biztracker Infinity have a local installation of the SQL 2000 Desktop that replicates data with the Back Office. The addition of SQL 2000 terminals loaded with the Biztracker Infinity software is all that is required to expand Biztracker Infinity's use at the branch level. The core system at head office has enough capacity to accommodate the largest retailers.

Biztracker Infinity is also scalable if you move beyond bricks and mortar retailing to run e-commerce operations or dedicated web portals for sales directly to major customers. The information generated from sales in these channels can be accommodated by Biztracker Infinity, treated separately or integrated into the database and reports generated.
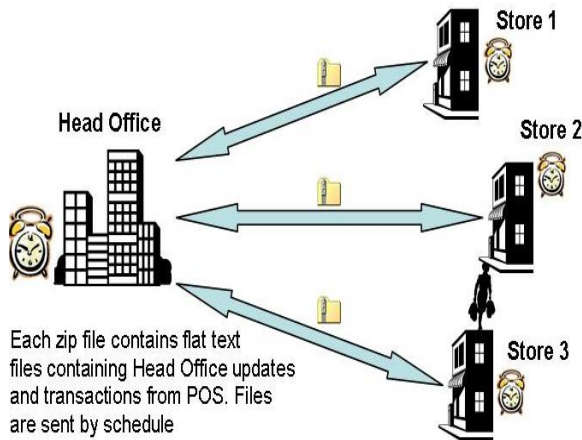
Seamless hardware integration

The hardware requirements of retailers vary greatly, but Biztracker Infinity will work with any combination of your retail devices. The ease of hardware integration is due to Biztracker Infinity's Hardware Abstraction Table, which allows the software operating system to communicate automatically with devices such as scanners, scales, card readers, slip printers, A4 printers and Dynakey – just about any manufacturer is supported. And once the information from these devices is within the Biztracker Infinity system it can be interrogated in numerous ways.
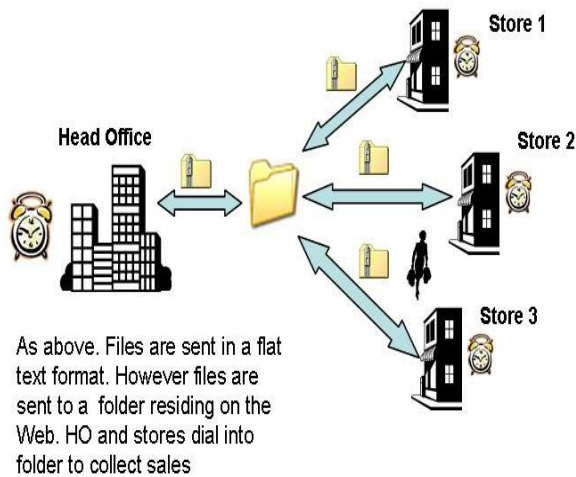
Wireless option

Biztracker Infinity Mobile runs as a browser application pushed to the device through your Wireless network or as an application on the terminal should you wish to operate in batch mode. It supports wireless stocktaking, ordering and product verification.
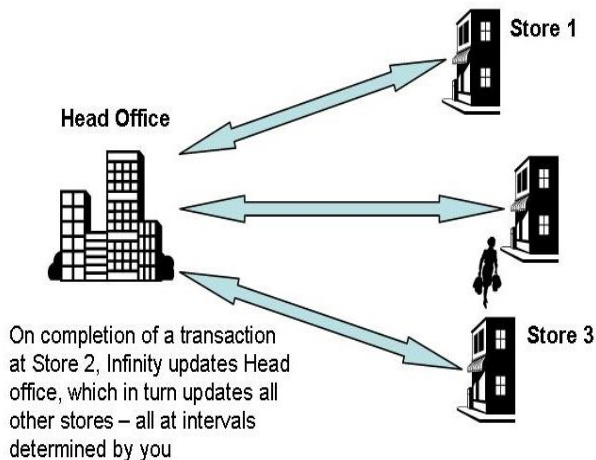
Store Communications

Head Office → Store 1, Store 2, Store 3

Each zip file contains flat text files containing Head Office updates and transactions from POS. Files are sent by schedule

- Many of our competitors use flat file transfers to communicate between stores
- This method relies on the Back Office storing information until timed process
- When the timer goes off, data is sent in a text file format from stores to HO and HO to stores
- This method does not allow for real time information to HO

Head Office → Store 1, Store 2, Store 3

As above. Files are sent in a flat text format. However files are sent to a folder residing on the Web. HO and stores dial into folder to collect sales

- Many POS solutions still use the FTP Solution. File Transfer Protocol.
- This uses the same principles as before except that all data is sent to a folder on the Web
- HO and the stores both dial into the folder and pick up the folder addressed to them
- Once received the text files are read and written to the system
- This is normally an overnight process and not very secure

Head Office → Store 1, Store 2, Store 3

On completion of a transaction at Store 2, Infinity updates Head office, which in turn updates all other stores – all at intervals determined by you

- Biztracker Infinity has a built in replicator which enables us to transfer data from HO to Stores and store to HO in close to real time
- Transactions at stores are written straight to the HO data base as they happen
- Changes at HO are sent straight to stores as they happen
- You can watch stores trading in real time
- The transfers are secure

Hardware, Network and System Requirements for Biztracker Infinity Retail Management System

Point of sale and back office (Windows 2000)

- PC with 400 megahertz or higher processor clock speed recommended; 233 MHz minimum required (single or dual processor system);* Intel Pentium/Celeron family, or AMD K6/Athlon/Duron family, or compatible processor recommended

- 128 megabytes (MB) of RAM or higher recommended

- 2.5 gigabytes (GB) of available hard disk space

- Super VGA (800 x 600) or higher-resolution video adapter and monitor

- CD-ROM or DVD drive

- Keyboard and Microsoft mouse or compatible pointing device

Point of sale and back office (Windows XP Professional)

- PC with 700 megahertz or higher processor clock speed recommended; 400 MHz minimum required (single or dual processor system);* Intel Pentium/Celeron family, or AMD K6/Athlon/Duron family, or compatible processor recommended

- 512 megabytes (MB) of RAM or higher recommended

- 2.5 gigabytes (GB) of available hard disk space

- Super VGA (800 x 600) or higher-resolution video adapter and monitor

- CD-ROM or DVD drive

- Keyboard and Microsoft mouse or compatible pointing device

Head Office

- 3 GHz processor clock speed; recommended dual core or dual processor
- 1 gigabytes (GB) ram ; recommended 2GB
- 200 gigabytes (GB) Hard Drive(s); Recommended SCSI or SATA Raid
- Backup device

Network requirements

Biztracker Infinity Retail System utilises your existing network. It does not itself establish any network connections using proprietary network communications protocol. In order for Biztracker Infinity to work, the network must already be installed, configured and operational.

Support Services

Biztracker operates a 24x7 helpdesk to provide software support, training, servicing, upgrades and maintenance for Biztracker Infinity.   Biztracker are committed to the ongoing support of our product and have increased focus and investment in support services in the past two years.

Biztracker offers support contracts to all end customers. Where a customer has their own support organisation, Biztracker provides rigorous training and second level support.

The helpdesk is available via telephone and email and operates according to levels of priority, as follows.

Priority 1: Store down

Transactions cannot be processed.

Biztracker Infinity calls are followed up in 60 minute intervals and have a 3 level escalation process, escalation occurs at 20 minute intervals:

1. Support resource notified.
2. Support management notified and requested to become involved
3. Biztracker New Zealand Ltd management notified and requested to become involved.

Priority 1 hardware calls follow the same process and provided the user has a maintenance contract with the hardware vendor, escalation follows the hardware vendors' normal process.

Priority 2: Severe business impact

Sales transactions can be processed with limited functionality

Biztracker Infinity Calls are followed up in 4 hourly intervals during business hours and have a 3 level escalation process, escalation occurs at 24 hour intervals:

1. Support resource notified.
2. Support management notified and requested to become involved
3. Biztracker New Zealand Ltd management notified and requested to become involved.

Priority 2 hardware calls follow the same process and provided the user has maintenance contract with the hardware vendor, escalation follows the hardware vendors' normal process.

Priority 3: Minor business impact

- The problem does not impair greatly on the processing.
- Biztracker Infinity calls are followed up weekly; there is no proactive escalation for this priority.
- Priority 3 hardware calls are followed up weekly, escalation is determined by the hardware maintenance agreement with the hardware vendor.