



Welcome Computer  
Systems Limited

www.welcome-computers.co.uk  
info@welcome-computers.co.uk

## Welcome Software Support

### Exactly what do you get from a Welcome Support Contract?

By taking out a Welcome software support contract, you have immediate peace of mind that the key software in your business is insured. In addition to telephone and remote access support, you will also receive technical updates and new features for your system.

We take pride in dealing with support calls efficiently and in the minimum amount of time. Our helpdesk operates differently to most other support services in that we do not employ an automated call processing or ticketing system, the result being that all calls are dealt with immediately by a fully trained engineer. As an Investors in People employer, we are committed to investing in our staff by providing regular in-house training on our increasingly broad product range.

Support contracts are available on yearly, quarterly and monthly terms. With cashflow such an important consideration of any modern business, we are happy to offer a Direct Debit option, at no additional cost.

### Highly recommended, fast, efficient, friendly

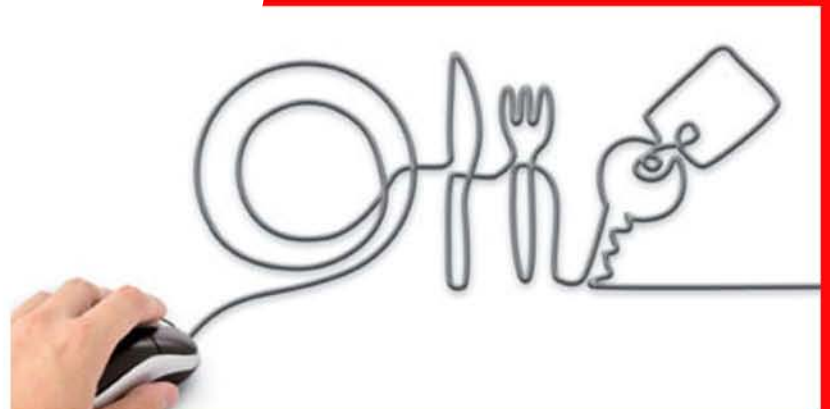
We understand that by offering an outstanding service, you can better serve your customers. Here are just a few of the comments we regularly receive praising our support department:

"After 12 years with Welcome 21st we could honestly say that the service and support has consistently delivered. What has been most impressive is the quick response time and commitment to fix whatever problems we have encountered. A friendly and personal service has complemented the professional approach and we happily continue to improve our business with the reliable back up from Welcome PMS and the support that goes with it." **Venture Hotels.**

"The 24-hour support that Welcome offer is an added comfort and it is always great to have a friendly professional at the end of the phone that can sometimes almost fix a rainy day!" **Dee Trainer, Swinton Park Hotel.**

"We have had the support of Welcome Computers for the past five years and have always found them very helpful and efficient. We are happy to continue and to recommend their service to others." **Margaret Snaith, Titchwell Manor.**

"We use Welcome Computers, including EPOS, in all our hotels. We have always found their service and support to be prompt and efficient, no matter what time of day, morning or evening. This is vitally important when you are running a busy operation! Highly recommended!" **Massimo Menin, Hotel Rembrandt.**



Complete Computer Solutions for the Hotel Industry since 1984

THE PYTCHLEY UNIT, VICTORS BARNES, BRIXWORTH, NORTHANTS, NN6 9DQ, TEL: 0845 458 2121 FAX: 0845 458 2020