



## PRESS RELEASE

### ***New partners AURES Technologies and ARC Services deliver field service excellence to retail & hospitality POS users***

***EPoS manufacturer AURES Technologies and specialist EPoS & IT services provider ARC Services have gone public on their partnership to provide hardware staging, installation, support and field maintenance services to users of AURES and J2 Retail Systems point-of-sale terminals and peripherals.***

***Runcorn, March 2015:*** Users of AURES Technologies' PC-based touchscreen EPoS terminals have reacted positively to a new partnership concluded between the manufacturer and ARC Services last autumn.

Explains Richard Heitmann, UK Sales Director at AURES Technologies: "In mid-2014, we embarked on a crusade to drive down total cost of ownership of EPoS, part of which was a bundled maintenance offer. The increased scope of our business since the merger of AURES and J2 Retail Systems was calling for a larger, more easily scalable field maintenance force."

At that point, Steve Rac, founder and Managing Director of ARC, approached AURES. "ARC has installed thousands of J2 units in the past and worked with a number of our partners. We were looking for nationwide coverage and EPoS expertise and were aware of ARC's excellent reputation for field service support. ARC has also proved the breadth and resilience of its services with the large retail and hospitality customers that we supply," adds Heitmann.

EPoS technology is ARC's area of specialism. Its field engineers cover the whole of the UK and Ireland and provide infrastructure and systems staging, installation, support and onsite maintenance. The company is structured to address requirements from a single network point through to large-scale, multi-site rollouts across hundreds or even thousands of sites.

Says Steve Rac: "Service delivery is our business and we're passionate about it, we're very good at it and our customers love the way we do it. Unlike some other maintenance companies, we focus on fast, first-time fixes and this leads to increased system uptime. Our customers want this and it makes a real difference to their bottom line."

"AURES has a lot of reach in the markets we want to be in and together we can provide customers with a compelling reason to do business with us. EPoS is not like straightforward IT. Hospitality businesses,



particularly restaurants, are often in non-standard premises and require out-of-hours working. We are set up for that," continues Rac.

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In addition to soft services covering telephony and broadband provision, communications, cabling and infrastructure, ARC is providing AURES customers with four core services:

- Hangar-staging of equipment – un-boxing, configuring and testing AURES hardware at its premises, then re-packing it for delivery to customer site;
- Nationwide installation and rollout programmes;
- Supporting and maintaining hardware throughout its natural life via field maintenance services;
- Decommissioning and disposing of equipment in a WEEE-compliant way at end-of-life.

Concludes Steve Rac: "AURES Technologies and its partners are an ideal match for us. Our core markets are food & beverage, hospitality and retail. We cover thousands of devices across hundreds of sites nationwide so whatever the client's business and no matter how large, widespread or diverse its estate is, we have the skills and scale to provide the field service excellence that AURES demands for its customers."

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#### NOTES TO EDITORS

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#### About AURES Technologies – [www.ares.com](http://www.ares.com)

Founded in 1989 and listed on Euronext since 1999, the AURES Group manufactures EPOS systems and related peripherals. Its PC-based hardware and open-system equipment provides management and point-of-service functions for businesses including specialist food and non-food stores, retail outlets, superstores and catering and hospitality.

With corporate sales over €64 million for 2014, the AURES Group has global presence, with its head office in France, subsidiaries in the UK, Germany, Australia and the USA - and a network of distributors and resellers in 50+ countries.

#### About ARC Services – [www.ARCServices.co.uk](http://www.ARCServices.co.uk)

Independence is an important element of ARC's service. It does not manufacture hardware or software so can work with end-users, manufacturers, resellers or applications service providers without any competitive issues; in fact, with anyone who may not have boots on the ground in terms of implementation and maintenance services. ARC's installation and maintenance services cover the following:



- Voice, data (inc. fibre) and power cabling
- All EPOS and IT hardware devices and peripherals
- All fixed and wireless network hardware and infrastructure
- Digital signage and kiosk hardware



Many large retail and hospitality companies trust ARC to roll out infrastructure and equipment across their UK and Ireland estates, which range from high-street locations to airports, seaports, rail stations, corporate offices and military sites. ARC Services is an approved member of the Safe Contractor Scheme.