



COMMAND CENTER

Aloha

Command Center is a dynamic support tool that enables unbeatable levels of service for your site systems. Command Center monitors the status of each server and terminal in real-time. Proactive alerts allow many issues to be resolved before they impact your operations. Advanced security features allow remote access to your sites for problem resolution while protecting your systems and guest data. Command Center quickly and efficiently manages the technical realities of your hospitality technology, allowing your staff to focus on restaurant operations and guest service.

FOCUS ON YOUR RESTAURANT, NOT YOUR TECHNOLOGY

Real-time monitoring means fewer issues and faster resolutions. The health of both hardware and software is automatically and continuously sent to the Help Desk where it is evaluated to ensure optimal performance and up-time.

PROTECT YOUR SYSTEMS & GUEST DATA

Site security settings are continuously monitored and our Help Desk is automatically notified if changes that compromise site security are made. Ensure your sites are PCI-compliant 365 days a year not just on the day of an audit.

PREVENT DISRUPTIONS BEFORE THEY OCCUR

Proactive alerts to the Help Desk allow many issues to be resolved before they impact site operations. Proper ongoing maintenance of site systems reduces the frequency of site issues and decreases the time required to resolve those that do occur.

INCREASE ACCOUNTABILITY FOR ACTIONS TAKEN AT THE SITE

All actions taken at your site are automatically logged and tracked to a specific authorized user. The Electronic Journal function can be used to investigate transaction-related events at the site.

SPEND TIME WITH YOUR GUESTS, NOT SUPPORT STAFF

Powerful support features allow remote support staff to quickly diagnose issues without causing additional disruption to staff and operations. Corrective actions can be taken without the need to temporarily take over servers and terminals.



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COMMAND CENTER SECURITY

Remote support of site systems has traditionally involved a trade-off between ease-of-use and security. Command Center provides powerful support tools that simplify life at the site while also enforcing strict security measures that can generate an audit trail of all actions taken at the site and control who has access and what tasks they can perform. Command Center is security without compromises.

➤ MULTI-FACTOR USER AUTHENTICATION

Strong authentication measures generally include two elements - "something you have" such as a secure ID number and "something you know" like a user password. Command Center uses an RSA SecurID device to generate the "something you have." Users cannot log-on without the number provided by the SecurID device which changes every sixty seconds.

➤ SECURITY-SPECIFIC ALERTS

Security audits are generally manual, time-intensive projects that are conducted on an annual or bi-annual basis. This approach only measures compliance at the time of the audit, leaving status for the remainder of the year essentially unknown. Command Center includes security-specific alerts that continuously monitor site settings and proactively notify the help desk if changes that compromise site security are made.

➤ AUDIT REPORTING

Command Center audit reports provide a detailed view of all actions taken at a site and by which specific user they were initiated. This detailed reporting capability increases user accountability and improves resolution time.

➤ VERSION-MANAGED APPLICATION

Staying current with the latest Command Center security and feature updates requires no additional management effort. Changes are automatically synchronized at each site, ensuring that your systems and data are protected.

➤ CENTRALIZED USER MANAGEMENT

Each Command Center user has an individual account which provides unique and specific access to sites. Individual accounts can be authorized with unique permissions that define which actions can be taken at a site. Former authorized users can be instantly removed from one central location without the need to update user IDs and passwords at each site. Command Center increases both security and efficiency.

➤ ONLY OUTBOUND CONNECTIONS

Unlike many other generic remote connection tools, Command Center is not dependent on an open in-bound connection which is inherently insecure. No user interaction is required at the site to establish an outbound connection. Command Center connects securely in the background without interrupting normal site operations.

➤ ENCRYPTED COMMUNICATIONS

All communications to and from the site are encrypted using Secure Sockets Layer (SSL) and Secure Shell (SSH) to maximize security.

➤ COMMUNICATION ON FIREWALL-FRIENDLY PORTS

The use of standard ports means that most sites do not need to be specifically configured to enable Command Center. For sites with more restrictive settings, a simple one-time set-up is all that is required.

RETURN-ON-INVESTMENT

Command Center enhances your site solution by minimizing the distractions associated with technical issues and allows your staff to focus on guest satisfaction and profitable restaurant operations.

Command Center includes security-specific alerts that continuously monitor site settings and proactively notify the help desk if changes that compromise site security are made. The costs of a secure solution are minimal when compared to the potential liability should a breach expose customer data.

➤ FEWER SITE ISSUES & FASTER RESOLUTION TIMES

Site staff will experience fewer disruptions due to system issues. When issues do arise they are resolved faster and require less staff involvement. Increased manager focus on guests, staff, and operations means increased sales in both the short and long term. Reduced staff frustration with system issues results in better customer service and happier guests that are more likely to return.

➤ ENHANCED SECURITY & PCI COMPLIANCE

Site security is becoming increasingly important as systems become more complex and the risks associated with non-compliance become increasingly severe. The potential impacts of a single PCI-related security breach can be significant. These impacts include fines for each card breached, the expense of an audit and the likelihood that impacted customers will likely take their future business elsewhere.



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