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PAR/Brink Onboarding Process



**What's Included in Onboarding?**

Our team of implementation experts will do the heavy lifting to get your software up and running. There are a few things that we will need your help with to ensure efficient onboarding. Below are some key onboarding activities that you can expect:

# **PAR/Brink onboarding is designed to get you up and running efficiently with minimal interruption to your restaurant.**

**Kick Off Call:**

Discovery call is held (internal and external)

 Reoccurring Meetings are set up

* Process overview
* Share key documents
* Schedule milestones
* Timeline established
* Set up customer with PAR University
* Provide Site Readiness document
* Discuss cabling and networking requirements
* Site Survey is Scheduled

# **Site Survey:**

* Confirm site readiness
* Verify cabling and wiring
* Identify hardware location’s
* Test network connectivity
* Validate internet speed

# **CKE Database Configuration:**

* Store Provisioned
* Grant customer access to the Brink Portal
* Customer emails support for API's release

# **Brink POS** **Foundations Training:**

Regional Store Training Plan is created

Get your servers and managers read y for day one:

* Terminal tour
* Shift management
* Order management
* Payment processing
* Troubleshooting

 **Store Prep:**

* Site Survey performed
* Install Scheduled
* Equipment shipped
* Site Readiness is confirmed
* Networking requirements are in place

**Schedule Store Implementation:**

* Install Setup all Hardware
* Connect Printers
* Connect KDS
* Configure Terminals as needed
* Setup Network

**Go Live Support:**

* Support Go Live
* Troubleshoot system if needed
* Configure Software if needed
* Shift Review & Closeout support

**How you can help: Brink Tips for A Successful Onboarding**

* Assign someone to manage your Onboarding
* Attend Kick Off Call & Site Survey
* Engage in software configuration/Right Store Database
* Prepare site install by making sure the site readiness document and the results from the Site Survey are in fact taken care of if any items on the Site survey needed to be added or fixed.
* Ensure Manager’s and Staff attend training
* Engage with your new POS
* Finalize correct store Database configuration you are using from Corporate
* Actively use PAR/Brink University for knowledge & Training of staff
* Learn the Brink back end & reporting tools

**Trusted Partnership:**

PAR/Brink onboarding services are flexible to meet the specific needs of your restaurant. Our team has firsthand restaurant experience and will partner with you to get your restaurant up and running with Brink as quickly as possible, ensuring that you and your team are setup for long term success.

Our mission is to help empower you to focus on what matters most of which is your customers. Our team will support your restaurant from kickoff to Go live and beyond building a long-lasting partnership with you.

