### Three easy steps to get your store running with Paladin

Your success coach will coordinate a time for our team to begin the point of sale installation process.

1

### **Data Conversion**

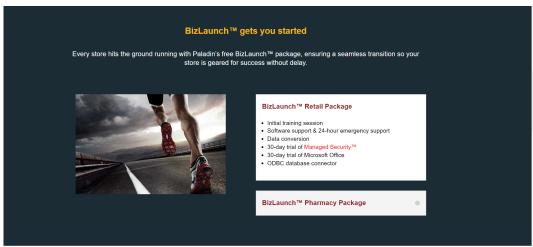
We'll take the data from your old system and convert it to be used in your new Paladin system. 2

## Equipment Setup

We'll get you set up with the hardware you need. 3

#### Training

Our experts will teach you how to use Paladin Point of Sale and schedule your go-live event.



# People make the difference

Paladin has built a loyal customer following by providing solutions that are built on great technology, a non-disruptive installation process, and responsive customer support.



### Telephone support

We are available weekdays during extended business hours.



# Emergency Support

Our 24-hour emergency support service quickly puts you in touch with an on-call support engineer.



### Paladin Updates

Updates are automatically installed, ensuring your system is always up to date.



### Paladin Help Portal

Benefit from access to Knowledge Base articles, training videos, documentation and user forums.



# **Customer Support Hours**

5am – 5pm PT

### **Business hours**

7am – 4pm PT