



## How Installation Works

### 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.

### BizLaunch™ gets you started

Every store hits the ground running with Paladin's free BizLaunch™ package, ensuring a seamless transition so your store is geared for success without delay.



#### BizLaunch™ Retail Package

- Initial training session
- Software support & 24-hour emergency support
- Data conversion
- 30-day trial of **Managed Security™**
- 30-day trial of Microsoft Office
- ODBC database connector

#### BizLaunch™ Pharmacy Package

### 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