



**Technology Solutions.
Support Services.
Peace of Mind.**

.....



newgentek



Who We Are

Our team of multi-unit installation and support experts have helped open hundreds of restaurants across the country. We offer expertise in technology and audio video solutions with a customer-focused approach.

Our established vendor relationships and strong synergies with hospitality-focused partners allow us to be extremely competitive in the marketplace, while helping our clients realize operational efficiencies.

What We Do

Newgentek provides end-to-end services to our customers. Our goal is to minimize the number of vendors needed to open and maintain your locations. The range of in-house services that we offer allows us to accommodate most, if not all, of your infrastructure needs and gives you one number to call for support.

Our job starts before the new location opens. We act as a liaison between our client, architects, general contractors and internet service providers. We make sure construction plans are executed properly, while ensuring mission critical services like phone and data are installed without a hitch. After partnering with electrical contractors to make sure all low voltage cabling is installed to plan, our world class technicians will complete your infrastructure install. In keeping with our mantra of “one number to call” service, Newgentek technicians will install:

- » Infrastructure, Design & Integration
- » Point of Sale
- » Audio Visual
- » Digital Signage & Content Management
- » Network & IT Management
- » Vendor Management
- » Help Desk Services
- » Augmented Support Services
- » New Unit Opening Support

After installation, our support staff will be ready to keep your location up and running smoothly 24/7.



Why Choose Us As Your Consolidated Vendor

As your customers become more tech-savvy and connected, we recognize the importance of having technology systems that are tightly connected and work in concert. We understand that your business is dependent on looking ahead. Newgentek will help you anticipate the needs of the next-generation customer by developing and executing custom-built programs and technology initiatives that keep you at the cutting edge of the industry. Our innovative Technology Infrastructure Assessment will allow us to:

**Standardize
Infrastructure
Across the
Brand**

We analyze the technology currently deployed across your brand and develop a detailed plan to introduce system-wide technology standards. This could include standardizing products at each site, implementing Mobile Device Management Software for visibility and management of all enterprise mobile devices, or getting your franchisees on board with corporate technology initiatives. Standardization across your brand also provides our support team with a template to quickly respond to situations and minimize downtime.

**Streamline
vendor support
by giving your
operators one
number to call
when an issue
arises.**

The all-encompassing nature of our business model allows us to promptly resolve service and support issues, because we are the provider. If the situation requires our team to engage a third party vendor, we will act as your agent and see the issue through to resolution. This allows operators to be efficient with their time and focus on running the business.

**Increase
profitability by
partnering with our
vendors to bundle
integral systems
and products.**

Our strong relationships with our product vendors allow us to take advantage of national and volume-based programs, passing savings along to the customer.

**Design, engineer,
and install an
infrastructure for
the specific needs
of your business
and customer.**

Every client has a different vision of how they want their concept to speak to their customers. We have a consultative approach in which we take time to plan a developmental roadmap and determine what technology mix meets your needs. We help our customers plan ahead for growth to avoid spending thousands going back to early stores to retrofit and implement changes.



A Strategic Partnership

NewGentek's partnership doesn't end there. Once we help our clients claim their place atop the market, our ongoing partnership and communication ensures they stay there by providing :

» **An Advanced Ticketing System with customer portal**

This allows you to see exactly where we are with resolving your current issues and the process we took to resolve past issues. Having complete visibility helps you to prevent the same issues from happening in the future.

» **Support Review calls and meetings to review outstanding and completed issues**

These calls and meetings can be scheduled at the corporate or regional level to address outstanding tickets or repeat issues. We can also provide weekly support desk reports to our customers. These reviews help maintain a healthy and transparent relationship by giving our clients a platform to address concerns.

» **Quarterly, Biannual or Annual Technology check ups to make sure your infrastructure is meeting your needs**

Sometimes technology has to change as the business needs change. In the beginning of our relationship with our customers, we establish a baseline to structure milestones for the future, so we are always forward-thinking and planning for growth.

During this technology check-up, we provide product and hardware evaluations to identify end-of-life products, new products in the market, etc. Sometimes a simple upgrade can save thousands of dollars lost to downtime and inefficiency.

» **Annual Telecom and Data Usage and Spend Reports to help identify trends in spend**

Annual reviews allow us to analyze your current telecom and data plans, then make recommendations that may increase performance and profitability.

» **Annual Project Planning Meetings that allow us to ensure that your infrastructure can handle any initiatives on the horizon**

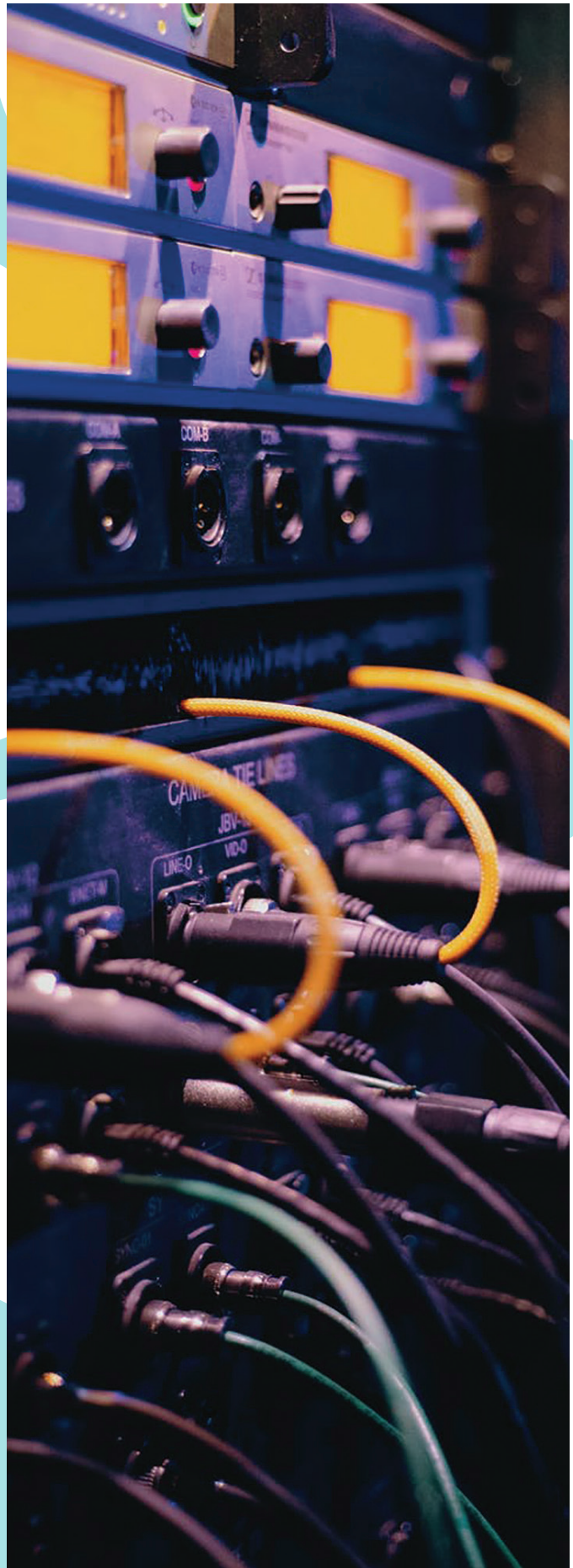
As a partner with a vested interest in the success of your business, we welcome the opportunity to take part in operational planning meetings that may affect your infrastructure. Our participation allows us to provide input on how your project plans could affect existing systems and necessitate changes or upgrades.

The Technology Infrastructure Assessment

The first step in our process is the Technology Infrastructure Assessment. This evaluation of your current technology systems, products, and processes helps us determine what is working right for you, what problems you're having, and solutions moving forward. In the assessment, we analyze your current connectivity strategy including: data circuits, telecom services, and networking, among many other areas.

We review these systems in order to set up your technology infrastructure to meet your security, reporting, and customer service needs. We've seen operators spend significant time and money having to go back to their earlier stores and reconfigure their equipment. The infrastructure assessment helps our operators plan ahead for growth, anticipate problems that could arise, and solve current problems quickly.

We take pride in the fact that we are experts in our field and have a deep understanding of the hospitality industry. Please contact us if you would like to learn more about what we can do for your business.



Our Mission

Newgentek is a full service systems integrator focused on being a trusted strategic partner providing turnkey solutions for multi-unit operators, hospitality, and enterprise markets.

Our Values

» We Are Passionate

We are responsible for the solutions that help others get work done. Our drive, dedication, core values and love for the industry motivates us to do what we do each day. We don't want to just coexist in the market, we want to be the best.

» We Believe In Shared Success

We are successful as an organization when we improve the lives of our employees and their families. We invest heavily in employee development because we believe in a working environment that promotes loyalty and a better quality of life.


» We Are Innovative




We provide systems and solutions in a constantly evolving space, where our thoughtful and forward-thinking approach is what sets us apart. We celebrate curiosity and creativity to encourage our team to become independent, innovative problem solvers.

» Integrity Is Essential

We believe in fair and transparent business. Building and maintaining trust with our customers, employees, and vendors is the cornerstone to our success in forming lasting partnerships. This contributes not only to the success of our customers, but the good of Newgentek.



 Newgentek
5555 West Waters Avenue
Suite 610
Tampa, FL 33634

 813-284-0684
 sales@newgentek.com
 www.newgentek.com