

## PROACTIVE MONITORING & ANALYTICS

### CATCH PROBLEMS BEFORE THEY IMPACT REVENUE

A failed register during lunch rush. A drive-thru timer degrading before breakfast. A payment terminal dropping offline on Black Friday. By the time your team notices, revenue is already lost. NewBold's proactive monitoring shifts your technology support from reactive to preventive — tracking device health, network performance, and system availability across your entire footprint, 24/7. When something trends toward failure, we act before it impacts operations.

## FROM REACTIVE TO PROACTIVE

**24/7**

Continuous  
Monitoring

**PROACTIVE**

Issue  
Detection  
Before Impact

**FEWER**

Truck Rolls &  
Emergency  
Calls

**REAL-TIME**

Dashboards &  
Monitoring

## WHAT MAKES NEWBOLD DIFFERENT?

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|---|--|
| <b>Monitoring That Acts:</b>            | Alerts don't just generate tickets — they trigger NewBold's help desk, field dispatch, and depot operations. Detection and resolution in one workflow. |
| <b>Matched to Device Criticality:</b>   | Mission-critical systems get tighter thresholds and faster response. Back-office equipment gets monitored at the level it warrants.                    |
| <b>Reduced Truck-Rolls:</b>             | Remote diagnostics and predictive insights resolve issues before a technician needs to be dispatched, reducing emergency service calls and cost.       |
| <b>Multi-site Visibility:</b>           | One dashboard across your entire footprint. See device health, alert history, SLA performance, and trends by location, region, or device type.         |
| <b>Preventive Maintenance:</b>          | Scheduled maintenance cycles based on device telemetry and failure data, not arbitrary calendars. Extend asset life and prevent peak-hour failures.    |
| <b>Integrated with Tiered Services:</b> | Monitoring is built into NewBold's Enterprise and Total Care tiers. No separate vendor, no separate contract, no gap between detection and response.   |

## DEVICE & SYSTEM MONITORING

- POS system health, uptime, and performance tracking
- Payment terminal connectivity and transaction flow monitoring
- Network device status — switches, routers, access points, firewalls
- KDS, drive-thru, kiosk, and digital signage availability
- Server and UPS health monitoring

## ALERTING & RESPONSE

- Configurable alert thresholds by device type and criticality
- Automatic ticket creation and escalation via NewBold help desk
- Remote diagnostic and remediation before dispatch
- Escalation to field dispatch when remote resolution isn't possible
- SLA-driven response aligned to managed service tier

## ANALYTICS & REPORTING

- Real-time dashboards with fleet-wide and location-level views
- Device health trends and failure pattern analysis
- SLA performance reporting and monthly executive summaries
- Predictive insights for refresh planning and lifecycle decisions
- Custom reporting aligned to your operational KPIs

## PREVENTIVE MAINTENANCE

- Scheduled maintenance based on device telemetry and usage
- Firmware and software update management
- Proactive hardware health checks and component testing
- Failure prevention during peak business periods
- Maintenance windows coordinated with your operations

## WHAT WE MONITOR — BY VERTICAL

### QSR & RESTAURANTS

Keep Every System Running Through Every Rush:

- POS registers and order entry systems — catch slowdowns before checkout backs up
- KDS performance — detect latency before orders pile up in the kitchen
- Drive-thru timers and communication systems — speed-of-service protection
- Digital menu boards and kiosks — prevent failures before peak hours
- Network connectivity across front-of-house and back-of-house systems

### RETAIL

Protect the In-Store Experience Across Every Location:

- POS and mobile POS systems — transaction performance and uptime
- Loss prevention and security systems — camera and sensor availability
- Digital signage and in-store displays — content delivery confirmation
- Inventory management systems — prevent stockout-causing failures
- Network infrastructure — WiFi coverage,

## — READY TO STOP REACTING AND START PREVENTING?

Let's discuss how NewBold's proactive monitoring can protect your revenue, reduce emergency costs, and give you visibility across your entire footprint.