

# QUOTES

EXCERPTS FROM UNSOLICITED LETTERS...

*"Calling and getting quality service is primary in today's fast-paced retail environment. I have been signed on for support for at least 3 years, when I thought I'd only use it for one!"*

**Patrick Whelan, Lindell Deli & Grocery**

*"I'm not good with computers at all – thanks so much for your patience and technical expertise!"*

**Joyce Powell, The Toy Chest**

*"Your Tech Support staff have been wonderful, very helpful. Thanks!"*

**John Whiddon, Office Express**

*"I want to take a brief moment to make you aware of the customer service provided by your staff: 'Outstanding'! Your staff is courteous, diligent, patient, positive, and helpful. My applause to you and your company. Keep up the good work."*

**AJ Avila, Viacell Wireless**

*"Thank you for helping me get started with Keystroke. I really appreciate your time and effort in solving an issue I had. Thank you for the ideas!"*

**Rafael Rivera, Compucentro Caribe, Inc.**

*"I was amazed by your quick response. Your support is better than I ever expected!"*

**Dan Nguyen, City of St. Paul**

*"Your Tech Support Services are the best! Everyone is so knowledgeable and helpful!"*

**Greg Lussky, Greg's Camera Shop**

Keystroke was originally designed for independent retail and service businesses such as computer, sporting goods, gift, and liquor stores. Currently, the Keystroke POS system is installed in over 6000 locations, ranging from small "mom & pop" stores to regional chains and national franchises:

#### Auto Supply

BMW of Orlando  
Pick'em Up Trucks/Duraliner  
Truck Accessory Warehouse  
Tuf-Truck stores

#### Book

Books Plus/Dekalb  
Bookstores  
Canyonlands National Park  
Christian Publishers Outlet  
Colorado National  
Monument Association  
Death Valley Natural History  
Association

#### Clothing/Shoes

Bauer Industries/Sports  
Rack  
Fleet Feet Triathlete stores  
Junior League/Next-to-New  
Phoenix Firebirds  
Seattle Goodwill stores  
Seattle Mariners  
Seattle Supersonics

#### Computers/Electronics

Cellular World  
Computer Warehouse  
Radio Shack

#### Hardware

Ace Hardware stores  
Coast to Coast Hardware

#### Health Food/Nutrition

Max Muscle  
Nutri-Sport  
Pro Sports Nutrition Depot

#### Lighting

Fan Diego  
House of Lights  
Lighting Design

#### Liquor

Brown-Foreman Corp.  
(makers of Jack Daniels)  
Fetzer Vineyards  
Sebastiani Vineyards  
Sterling Vineyards

#### Pet Supply

Backyard Bird Shops  
Pet City  
Pet Food Centers

#### Nursery/Garden Supply

Beardsley Gardens  
Fossil Creek Nursery

#### Office Supply/Stationery

Hallmark stores  
Northern Stationers  
Party Time Paper and Crafts  
Ridgefield News & Office  
Supply

#### Pool and Spa

All Season Pools & Service  
The Pool & Spa Connection

#### Specialty/Gifts

Big League Baseball Cards  
Los Angeles Police  
Academy  
Metalsmiths stores  
Real Goods  
Top Line Distributing/  
Berkeley Game stores

#### Sporting Goods

Bicycle World  
Western Schwinn Cyclery  
... and many more!

Check us out on the web!  
[www.KeystrokePOS.com](http://www.KeystrokePOS.com)



Specialized Business Solutions  
PO Box 2019 Dillon, CO 80435 (970) 262-1720

# Keystroke™

Point Of Sale

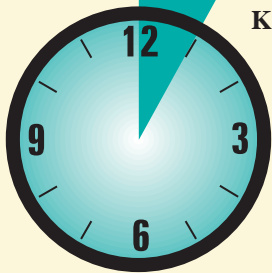
The Clear Choice  
in Retail Automation

Superior  
Technical  
Support  
Services

*Before choosing a software system your business will rely on,  
find out how you'll be treated when you need help.*

**98%**

of all **Keystroke** support issues are closed on the same day. Most calls are resolved within 5 minutes.



We don't use support scripts. Our customer service personnel know the **Keystroke POS** program inside and out, and can help you with your unique problems.

At SBS  
we actually answer the phone.

**Over 99%**  
of callers speak immediately with a live person who knows **Keystroke POS** software.  
(not a receptionist, and not a recording!)



*We understand that when you need help, you need it right away.*

*Who has time to wait 4 to 8 hours for a callback as promised by other software companies?*



## A BUCK A DAY

A subscription to **Keystroke** Software Maintenance Service costs only about \$1 per day – much less than other software companies, *and* we provide a toll-free number.

## COST-EFFECTIVE

Software updates are included with **Keystroke** Software Maintenance Service. Other software companies charge extra for software updates.

## TEST US

*Don't just take our word for it!  
Pick up the phone and call us.*

**(800) 275-4727**

*We're confident you'll find **Keystroke Technical Support Services** are clearly a step above all others.*

### **We're not making this stuff up!**

- The above statistics are real. These numbers are the result of analyzing more than 69,000 calls over a one year period.
- **SBS** employees have been with the company an average of over 5 years! They live and breathe **Keystroke POS**, and that's how we operate this efficiently.

