



PDQ Signature Systems



Signature Systems Inc.

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The PDQ Brand

PDQ POS

TOP RATED, MULTI-AWARD WINNING POINT-OF-SALE SYSTEM

PDQ VUE

DIGITAL DISPLAY MONITORS & KIOSKS

PDQ TEK

COMPREHENSIVE, MANAGED IT AND SOFTWARE-AS-A-SERVICE

PDQ SECURITY

COMPLIANT DATA AND CYBER SECURITY SOLUTIONS

PDQ PROCURE

ENHANCED E-PROCUREMENT PLATFORM

PDQ VISION

DIGITAL VIDEO EVIDENCE MANAGEMENT & NVR SYSTEMS

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Executive Summary

Signature Systems Incorporated, a leading, forward-thinking technology management and services firm, has been providing leading-edge products and services to restaurants and food service entities, local government agencies, nonprofit organizations, educational institutions, healthcare providers and private-industry clients since its inception over 31 years ago.

OUR CORE SOLUTIONS INCLUDE CUSTOMIZED, POINT-OF-SALE SYSTEMS, PROFESSIONAL IT SERVICES; IN-DEPTH TECHNICAL SUPPORT; INFRASTRUCTURE MANAGEMENT; DATA & CYBER SECURITY, E-PROCUREMENT, VIDEO EVIDENCE MANAGEMENT; AND A SUITE OF HOSTED/CLOUD-BASED SERVICES.

Simply put, we bring added value to every client and project. Our clients have told us that we accomplish this through distinct advantages, including a **superior commitment** to meaningful services and solutions; the ability to **understand and deliver** far more than the client's perceived needs; and a capacity for providing the **best technology services** available.

Our clients benefit from the vast experience of our highly skilled staff and from their in-depth knowledge of diverse technical disciplines. The PDQ team includes network and enterprise messaging engineers, application and database developers, technicians, security analysts and engineers, and business continuity specialists. **Our wide-range of proven solutions are tailored for ease-of-use, reliability, accuracy, quality, speed and enhanced productivity:**

-  Top Rated, Multi-Award Winning Point-of-Sale System
-  Comprehensive Data Security and Cyber Security Solutions
-  Enterprise Service Desk
-  24/7/365 Help Desk and Call Center Services
-  Managed Technical Support Services
-  Managed Firewall & Managed SIEM
-  IT Infrastructure Management
-  Design and Implement Small-to-Large Scale Server and Storage Projects
-  Business Continuity Design and Implementation
-  Datacenter and Co-location Services
-  Extensive Cloud-based Solutions
-  Software Development
-  E-Procurement Solutions
-  Body-Worn Cameras with Video Evidence Management
-  Integrated/Standalone Passive and Interactive Video Display Units
-  Healthcare Applications

For over thirty years, we have dedicated ourselves to providing the best technical solutions to our clients. **We are highly regarded for our innovation and forward thinking**--assets that contribute significantly to the success of our business and that of our clients.

OUR SOPHISTICATED ABILITIES AND APPLICATIONS REFLECT OUR STAFF'S ADVANCED DEGREES AND COMMITMENT TO CONTINUING EDUCATION. WE ALSO TAKE PRIDE IN OUR CHARITABLE EFFORTS, WHICH HAVE HELPED A NUMBER OF NON-PROFIT ORGANIZATIONS AS WELL AS THE PEOPLE THEY SERVE.

Our Principles

Our ideology consists of five principles that are the foundation of our organization.

Integration

We provide our clients with the support, training, and expertise needed to integrate technology into their environments. We believe that this integration empowers organizations and individuals to become more efficient and productive.

Flexibility

Our clients benefit from our ability to collaborate in a cooperative, flexible, and adaptable manner toward a joint intellectual effort. We have the talent to undertake complex tasks on short notice, offer responsive solutions, produce high-quality products, and deliver services on time and within budget.

Experience

We believe there is no substitute for experience in the accumulation of knowledge or skills. We have repeatedly been recognized for outstanding performance since our inception. Our team goes through rigorous evaluations and training in order to provide the most efficient, accurate, and knowledgeable technical support.

Quality

Our clients deserve and expect products and services that are superior in quality. Through our methods, controls, and senior-level oversight, we consistently meet this standard of excellence on all of our work and material. Our quality-assurance program is industry-leading.

Approach

Our fundamental approach is to provide professional, high-quality service and support to meet our clients' needs and exceed their expectations--all while effectively managing costs. Through this approach, we will become your business partner and IT department. We will work with you to ensure that all aspects of technology in your organization are properly managed and effectively supported.

Why Select Signature Systems?

Whether you are a local government agency, nonprofit organization, educational institution, healthcare provider, or private-industry looking for a strong subcontractor or vendor, **SIGNATURE SYSTEMS IS YOUR IDEAL PARTNER.** From our experiences, we are proficient at fulfilling each client's unique requirements and needs regardless of the size or complexity of the task. Signature Systems meets all reporting requirements, submits accurate invoices on time, and respects established lines of reporting and communication. We preserve confidentiality and privacy in every matter through secure and compliant systems.

With our vast knowledge of technical systems, products, and solutions, we are an effective partner from "day one." Whether offering recommendations or working with our clients' team, **WE CONSISTENTLY HELP TO MAXIMIZE THE USE OF TECHNOLOGY IN A COST EFFECTIVE AND EFFICIENT MANNER.**

SIGNATURE SYSTEMS SAVES CLIENTS' TIME AND MONEY. We achieve this in many ways. For example, we are equipped to handle all facets of supporting an organization's technology. Our in-house staff includes data wiring installers, programming experts, web developers, and network engineers—just to name a few. This enables us to ensure quick, expert service without needing to rely on outside contractors.

THE SIGNATURE SYSTEMS TEAM IS AVAILABLE 24/7/365. We do not use a third-party answering service or paging system. We have team members in the office around the clock so we can assist our clients at any time of day. We have also developed relationships with a wide range of suppliers that enable us to deliver products and services to you at competitive prices.

OUR GOAL IS TO BE YOUR PARTNER as well as an extension of your staff. We will monitor, maintain, and support every aspect of your technology infrastructure and related systems...and we will ensure you are getting the most out of your IT investment.

ALL WORK IS PERFORMED BY SIGNATURE SYSTEMS. Unlike other companies, we do NOT sub-contract or outsource any of our work. We are solely responsible and accountable for service delivery—and we wouldn't have it any other way. That's because when you employ our services you can rest assured that all work will be done by those with whom you have placed your utmost trust: the dedicated employees of Signature Systems.

Benefits

- Scalable unlimited Help Desk support
- Faster response time to incidents
- Predictive, proactive IT support
- Increased operational efficiency
- Reduce and control your operating costs
- Gain cost-effective access to enterprise-level support staff
- Experience minimized downtime
- Receive peace of mind knowing that your network is being monitored 24/7/365
- All recommendations and support are based on the ITIL (Information Technology Infrastructure Library) best practices framework
- We are third-party neutral, which frees us to form alliances with best-in-class vendors and leverage their tailored and unique leading-edge products
- We do NOT sub-contract or outsource any of our work








Certifications

- PCI Level 1 Certified
- PCI QIR Certified
- Microsoft Certified Systems Engineer
- VMware Certified Professional
- Certified Information Systems Security Professional
- Information Technology Infrastructure Library
- Cisco CCIE Routing and Switching
- Microsoft Certified Solution Developer
- Cisco Certified Network Professional
- Microsoft Certified IT Professional
- CompTIA A+, Network +

Affiliations

-  Greater Philadelphia Chamber of Commerce
-  Lower Bucks County Chamber of Commerce
-  Newtown Business Association
-  Pennsylvania School Business Officials
-  County Commissioners Association of Pennsylvania
-  Pennsylvania TechNet
-  New Jersey School Business Administrators
-  International Association of Chiefs of Police
-  Pennsylvania Chiefs of Police Association

Partnerships


-  Microsoft
-  Citrix
-  Barracuda Networks
-  Cisco
-  Dell
-  Hewlett Packard
-  Symantec
-  Touch Dynamic
-  Sophos
-  LogRhythm
-  MacromatiX
-  Salesforce

PDQ POS

PDQ POS is a top rated, multi-award-winning point-of-sale system for restaurants and food service entities.

Growth-enabled, PDQ POS is perfect for single stores, regional chains and nationwide franchises of any size. PDQ POS has been touted as “the fastest POS available” and the easiest to learn, use and manage.

Functionality & Features

-  Online Ordering
-  Rewards/Loyalty
-  Delivery Management, including Driver Mapping & Driver Dispatch
-  Cloud-Based Reporting
-  EMV Payment Mobility & E-Wallet Capable (Apple Pay/Android Pay/Samsung Pay)

Complementary Hardware

-  POS Tablets
-  Self-Serve Kiosks (Wall/Counter/Podium)
-  Self-Serve, Drive-Thru Kiosks
-  Customer-Facing Video Display Units
-  Integrated Digital Menu Boards
-  NVR Camera System w/Text Overlay
-  Fingerprint Readers

Service & Support

-  24x7x365 Live, Domestic Call Center
-  36-Month Hot Swap Warranty
-  All/Any Menu Changes Included
-  In-House RMA Team

Data & Cyber-Security

-  Complete Cyber-Security for Your Entire Environment
-  Full PCI Compliance

PDQ VUE

PDQ Vue provides a host of digital display solutions that allow you to smartly and effectively communicate with your desired audiences.

With a wide selection of state-of-the-art digital signage and robust software that's simple to use, PDQ Vue will get specific information and messaging in front of your chosen targets, elevate your brand through interactive and passive displays and capture more interest than ever before.

Whether displaying menus, meeting notices, news or weather in text, photo or video, with PDQ Vue, you're only limited by your imagination!

Functionality

-  Integrated Digital Displays
-  Standalone Digital Displays
-  Interactive Digital Displays
-  Passive Digital Displays

Products

-  Digital Display Units
-  Digital Menu Boards
-  Counter Kiosks
-  Wall-Mounted Kiosks
-  Podium Kiosks
-  Drive-Thru Kiosks









PDQ Tek

PDQ Technology Services... a (Much) Better Way to Experience IT

POS Tek offers custom, turnkey solutions and unparalleled support. Let PDQ Tek be your single point of accountability for all your technology needs.

Migrate applications... Transition to the cloud... Manage the firewall... Roll out new database solutions... Whatever the need, we can expertly optimize your existing IT infrastructure or completely transform the way your company operates. In short, we can help you tackle your most challenging business objectives and maximize technology to ensure lasting, meaningful and measurable outcomes.

Services & Solutions

-  Managed IT Services
-  Managed Firewall
-  Managed SIEM
-  Security-as-a-Service
-  Software-as-a-Service
-  Software Development
-  IT Infrastructure
-  24/7/365 Help Desk
-  Cloud-based Solutions
-  Business Continuity
-  Datacenter Services
-  Content Filtering
-  Onsite Support
-  Virtual CIO

PDQ Security

PDQ Security offers comprehensive, compliant and cost-effective cyber-security and security breach prevention to protect businesses and organizations of all sizes from today's advanced cyber-threats.

PDQ Security is a managed, unified cyber-security platform with seamless, synchronized next-gen network security and next-gen endpoint; security intelligence; User Behavior Analytics; endpoint/network forensics; and next-gen Security Information & Event Management.

Services

-  Security as a Service
-  Managed Firewall
-  Managed SIEM
-  Managed Endpoint
-  Network Security
-  Wireless Protection
-  Web Protection
-  Wireless Protection
-  Email Protection
-  Server Protection
-  PDQ Central Security Framework
-  Web Content Filtering
-  Phish-Threat Education
-  PCI Compliance
-  Vulnerability Remediation

Products

-  Unified Threat Management device
-  Unified Security Management (Enhanced SIEM)
-  Next-gen Endpoint
-  Anti-Exploit

PDQ Procure

PDQ Procure is a powerful web-based e-procurement management platform that's easy to learn and simple to use.

With simplicity from RFP to receivable, PDQ Procure greatly minimizes the labor-intensive manual processes upon which needed products and services are obtained. Streamlined and sophisticated, yet simple and intuitive to learn and use, PDQ Procure ensures a fuller, more competitive bid process throughout the RFP life cycle. The result: complete vendor bid forms and enhanced vendor relations—and a measurable savings in staff time and effort.

Benefits

- Measurably saves time and labor costs
 - Anticipated reduction of up to 40% in administrative staff time
- Measurably saves effort
 - Anticipated reduction of up to 33% in RFP-to-Procurement time
- Measurably reduces costs
 - Anticipated cost reduction of up to 18% from a fuller bidding process
- Streamlines the procurement process and facilitates operational improvements and efficiency
- Reduces paperwork and paperwork handling
- Reduces the time between need recognition and the release and receipt of an order
- Enhances communication within the company/organization and with suppliers
- Automatically notifies relevant stakeholders when key milestones are reached
- Creates transparency
- Allows for on-time payment processing
- Virtually eliminates manually inputted errors
- Lowers overhead costs; eliminates the need for non-value added personnel
- Allows purchasing personnel to spend less time processing purchase orders/invoices and more time on strategic, value-added purchasing activities
- Provides a secure record-keeping repository
- Encompasses robust on-demand reporting
- Presents tracked data in an actionable format so you can measure supplier performance and identify bottlenecks in the purchasing process

PDQ Vision

PDQ Vision protects the integrity of law enforcement and security personnel by capturing, storing and managing camera video and video evidence.

PDQ Vision provides state-of-the-art body-worn and in-dash cameras; secure storage platforms; comprehensive, and compliant and customized Evidence Management Systems.

PDQ Vision also offers Network Video Recording (NVR) systems with targeted searchable video and text overlay. Viewable from smart devices wherever there's an internet connection, NVR systems are perfect for checkout counters in retail settings, as you can *see and read* exactly what items are being entered into the POS/cash register and what items are being bagged/carried away.

Benefits

- **HARDWARE REFRESH ASSURANCE PROGRAM** assures new, state-of-the-art body cameras on a scheduled basis!
- **INTEGRATED AUDITING FOR COMPLIANCE** alerts when body camera is connected with no video or not connected in a predetermined amount of time; alerts when missing correlation of CAD or RMS events with videos; built-in auditing and expiration in cloud-based sharing
- **INTELLIGENT REDACTION** of both video and audio to protect the privacy and identity of victims, innocent bystanders, minors and undercover officers in body-worn camera and dash cam videos
- **FLEXIBLE REQUIREMENTS-BASED RECORDING** based on state, local and departmental policies
- **FLEXIBLE REQUIREMENTS-BASED RETENTION** based on state, local and departmental policies
- **ENHANCED VIDEO SECURITY** to ensure integrity and an unbroken chain of evidence
- **INTELLIGENT VIDEO SEARCH** to rapidly and easily located desired video(s)
- **ENHANCED LOSS PREVENTION** via flexible placement, network-connected NVR Camera system with text overlay and searchable data
- **CUSTOM FEATURES**, tailored to your unique specifications and needs
- **LIVE, DOMESTIC CALL CENTER SUPPORT 24X7X365**
- **SKILLED ON-SITE SUPPORT**

Learn More

Please visit our websites to learn more about our company and capabilities.

-  [PDQpos.com](https://www.pdqpos.com)
-  [PDQvue.com](https://www.pdqvue.com) *(coming soon)*
-  [PDQtek.com](https://www.pdqtek.com)
-  [PDQsecurity.com](https://www.pdqsecurity.com)
-  [PDQprocure.com](https://www.pdqprocure.com)
-  [PDQvision.com](https://www.pdqvision.com)

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