

**Rod Barlow Digital Consultancy Ltd**

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**Services Definition Document**  
**Lightspeed X Series Implementation & Support Services**

Service features

- Help choose Lightspeed plan
- Develop Lightspeed storefront
- Design Lightspeed Operating System
- Advise on best practices and procedures
- Support Lightspeed systems
- Install and configure Lightspeed PoS
- Provide hardware for Lightspeed PoS
- Integrate Lightspeed to other applications
- Provide search engine optimisation services
- Implement additional Lightspeed marketplace apps

Service benefits

- Professional implementation of Lightspeed
- Improve visitor experience through optimal configuration
- Ensure site is compliant with accessibility regulations
- Create a fully omni-channel Lightspeed solution
- One stop shop for Lightspeed solutions
- Staffed UK support desk
- Continual optimisation and review
- Develop class leading ecommerce sites

Planning service

Yes

How the planning service works

The services plan the build and implementation of the site and the instore set-up of Lightspeed

PoS

Rod Barlow Consulting is a trading name for Rod Barlow Digital Consultancy Limited registered in England and Wales  
**Company number** 12744739 **VAT Registration Number** 353 0148 30

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Planning service works with specific services

Yes

Hosting or software services the planning service works with

- Lightspeed X Series

Setup or migration service available

Yes

How the setup or migration service works

The service supports the migration of data from other systems to Lightspeed

Setup or migration service is for specific cloud services

No

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

We provide a test and development site and support the client conduct full user acceptance testing.

Training service provided

Yes

How the training service works

Training in person and online for all Lightspeed products

Training is tied to specific services

No

Ongoing support service

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Yes

Types of service supported

Hosting or software provided by a third-party organisation

How the support service works

We provide a support desk service for Lightspeed X Series

Email or online ticketing support

Yes, at extra cost

Support response times

Support response times are based on incident severity. Critical - Within 1 hour Severe - Within 4 hours Operational challenge - 1 day Question - 1 day

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

None or don't know