



BUSINESS SERVICES



TRAINING
Services



MARKETING
Services



**TECHNICAL
SUPPORT**
Services



**TOOLS &
RESOURCES**



QubicaAMF Business Services offer a tailored approach focusing on your unique business needs, identifying the areas that will drive the most profitable results – fast.

Business Services gives you consultation, expertise and execution delivered by a team of subject matter experts focused on helping you achieve your business goals. Our team keeps you on course to accomplish both the short and long-term goals and set your center up for future success.

TRAINING SERVICES

Our Training Services are designed to help you learn how to take full advantage of the programs and features of our scoring and management systems. Our training approach provides greater operational efficiency, streamlined processes and improved system/product utilization, all designed to maximize business results.

MaxTraining – Onsite and Virtual

QubicaAMF Training programs are designed to help center owners and operators learn how to take full advantage of the programs and features of our scoring and management systems. Onsite training is built around customer's specific needs, and is based on the operational and service goals we identify during our pre-planning interviews on the product and modules purchased. Virtual Training is a highly interactive learning session delivered remotely, or through online learning modules, with pre-defined learning objectives. These trainings cover smaller topics and are designed for upgrades, and add-on purchases, or just to refresh on how to use a product.

Grand Opening Support

Onsite support is delivered by a team of Training Specialists to finalize setups and assist center operators during grand opening or re-opening of the facility. This service will provide a peace of mind for the operators knowing that an expert is present to assure all systems are working well and the center staff has appropriate support.

Setup and Optimization Services

Setup and Optimization Services are designed for centers in need of in-depth Conqueror X Management system overhauls and maintenance. It is built to assist with specific system customization and executed by a systems expert. Basic and advance level options are available, based on complexity. The service provides center owners and operators with the opportunity to focus on primary needs instead of system setup and configuration.

Operational Consultation Services

Designed for centers and venues in need of assistance in general business operations, consultation, education, and support. Concentrated on specific areas of center operations with a goal of improving business as a whole, with the focus on application of knowledge, practical functionality, and operational strategy.

MARKETING SERVICES

QubicaAMF Marketing Services team combines marketing and operational experience with system expertise to deliver tailored programs designed to grow your business.

Virtual Marketing Manager

No two centers are alike. So why should your marketing be? Our Virtual Marketing Manager program evaluates your center to develop a customized plan to attract new business, be more efficient, improve your bottom line, enhance employee performance and better utilize your products to enhance the customer experience. Team up with a dedicated marketing specialist for weekly consultative calls that include customized collateral, accountability and metrics that enable you to execute programs quickly. Let us create a customized marketing program tailored around your center, your customers and your products!

Contact VMM@QubicaAMF.com for more information.



Our QubicaAMF upgrade was one of the best experiences I've ever had with putting new equipment in. QubicaAMF has been excellent, with great follow-ups, extra training offerings and good communication lines along the way.

Andy Johnston
Westgate Entertainment Center, AZ

Success Coach Marketing Support

Are you leveraging HyperBowling to drive a brand new audience to your center? Have you incorporated HyperBowling into your programs and promotions to have customers staying longer and returning more often? Our HyperBowling subject matter experts are equipped to get you on the road to HyperBowling success. Evaluation, discussion, brainstorming, best practices, tips, tricks or simple questions and challenges, we are here to help. For more information on the HyperBowling Success Coach Marketing Program contact SuccessCoach@QubicaAMF.com.

Marketing Customization Services

Our marketing customization services will help you customize your overall marketing look and feel to make sure your brand identity is aligned. Our marketing experts can provide a customized Web Booking service tailored to your offerings that will seamlessly blend into your website.

Marketing Consultation Services

Marketing got your head spinning? We've got you covered! With over 75 years of combined industry experience, our marketing specialists are prepared to provide answers, recommendations, solutions and a listening ear to assist you in resolving your marketing challenges. From program evaluation to website review, and everything in between, our SME's are ready to put their experience to work for you so you can breathe easier. Ready to connect with a seasoned marketing specialist that will put their experience to work for your center? Request a Marketing Consultation session by scanning the QR code on the right.



TECHNICAL SUPPORT SERVICES

Our Technical Support team is on-hand to provide you with support and assistance when you need us most. QubicaAMF Technical Support provides a full spectrum of services:

- Fast, efficient issue resolution – Work one on one with a professional, experienced technician to remove any hurdle from your center's optimum performance. We are a growing team with more than 20 members ready to assist you with challenges ranging from software, networking, and electro-mechanical, to simple "how-to" questions.
- Smooth remote installations – Manage your expense as you continue to expand your center by allowing our experts to help you remotely with new upgrades and equipment when you take advantage of one of our self-installation packages. We shall ensure your installation is finished on time, and to your exact expectations.
- Low-impact, hassle free warranty claims – Cultivate peace of mind with your purchases, as we ensure any warranty claim is processed and shipped swiftly, the correct part is identified every time, and all alternatives are addressed to have your center running at capacity with the least amount of impact to your operations.
- Knowledge on demand – Utilize our expertise to answer your operational questions faster. We can advise you on part numbers, where to access manuals, Conqueror and pinspotter best practices, and general queries. We will help you find the right answer, right away.

How can you reach us?

Please call 1 (866) 460-7263 and choose extension 3 or email us at Techs@qamf.net. We are happy to hear from you and we are ready to help.

When are we available?

QubicaAMF Technical Support is in the office:

- 8:30 am – 10:00 pm Monday through Friday
- 8:30 am – 7:00 pm Saturdays
- 10:00 am – 6:00 pm Sundays
- After hours support is available for emergencies 24 hours a day, 7 days a week, 365 days a year regardless of holidays. We know what a crisis means for your operation. We are available to you when an emergency arises.

For more information visit our website Support Page www.qubicaamf.com/support

TOOLS & RESOURCES AVAILABLE



Beyond the Frame

A Facebook community comprised of bowling loyalists from all over the world. This platform engages with fellow members to share best practices for operators and spotlight the movers and shakers of the industry with Beyond the Frame live interviews. All things bowling and beyond.



Seeds of Success Podcast

Take a break and soak in some best practices, tips and tricks while keeping your mind focused on growing the business. Listen in on Apple Podcasts, or wherever you listen to your favorite podcasts, as the Seeds of Success podcast team will plant seeds of knowledge to help you be as successful as possible. Grow your business, one customer at a time.



Tech Tip Podcast

This podcast presents practical advice and guidance from QubicaAMF certified technicians, Max Training specialists and industry leaders on various topics related to products and services. Whether you are a center mechanic, owner, or simply an avid bowling enthusiast, the Tech Tip podcast aims to empower the audience with knowledge and practical solutions to make the most out of your equipment and technology.



BES Xtras Plus

BES Xtras Plus marketing blog is filled with ideas, tips and other tools to keep you experiencing new ways to make more money and keep your customer and employees excited about the entertainment options you offer.



HyperBowling Consumer Site

This consumer site introduces HyperBowling to the world and gets customers hyped and anxious to give it a try. This is a great way to give customers a sneak peek of HyperBowling and the fun each of the four games offers for their experience—and where to find official HyperBowling locations.



QPortal

QPortal is your window to the new Conqueror Cloud. It can be accessed from any internet-enabled device and provides instant access to center financial information, performance monitoring, secure backups, and educational tools.



Conqueror Maximization Resources (CMR)

The Conqueror Marketing Resources Library is a huge library of marketing, training and technical related materials including documents, videos, programs, tools, and collateral. CMP customers have access to a live trainer via our live virtual training sessions along with our subject matter experts in both training and marketing services. This easy to navigate library is housed in the cloud-based QPortal and where you can conveniently request private consultative services.



Marketing Kits

Product Marketing Kits have everything you need to attract players like a magnet, providing a simple, yet comprehensive way to market your latest additions and grow your business. Marketing kits are conveniently located in the cloud-based QPortal.



White Papers

Thought leadership documents on some of the industry's hottest topics. These powerful papers, backed by extensive research and subject matter experts offer a new perspective and opportunity to think differently. White Papers are located in the Marketing Resources Library of the QPortal.



Product Support Newsletters

We produce multiple newsletters to support our products and help you fully leverage your investments. Be on the lookout in your Inbox for relevant product information based on your installed products.

QUBICAAMF

WORLDWIDE HEADQUARTERS
8100 AMF Drive - Mechanicsville, VA 23111 - USA
Tel. +1 (804) 569-1000 - Fax: +1 (804) 559-8650 - Toll free 1-866-460-QAMF (7263)

EUROPEAN HEADQUARTERS
Via della Croce Coperta, 15 - 40128 Bologna - Italy
Tel. +39 (051) 4192-611 - Fax +39 (051) 4192-602

www.qubicaamf.com - info@qubicaamf.com