

## Maintenance and Support

VideoCentric offers a range of award winning maintenance services suitable to support and protect your investment in visual communications. Unlike other resellers who often rely 100% on the support of manufacturers or 3rd party agents, VideoCentric is proud to support its own customers directly, with a variety of support packages tailored to suit the needs of each customer, and with engineers who are experienced and fully accredited with all the major manufacturers.

There are seven levels of maintenance currently offered by VideoCentric summarised below. Each comes standard with 8 x 5 response times, upgradable to various 24 x 7 options.

### Bronze



Bronze level maintenance is generally the minimum level of warranty required by the manufacturer under EU law, and provides a basic insurance for units shipped faulty, or developing a fault during the 90 days of operation and is not renewable. Bronze level maintenance features are as follows:

- 8 x 5 telephone support
- 90 days "return-to-base" repair warranty for faulty hardware
- 90 days software patches

### Silver



Silver level maintenance is the second level of maintenance provided by VideoCentric and extends the offerings made at Bronze level in the first year. Silver level maintenance additional features are as follows:

- 8 x 5 technical and telephone support
- Major application software releases
- 1 year minor software patches
- 24 x 7 interoperability testing via VideoCentric's dial in facility, renowned to be the most well equipped in the UK

### Silver+



Silver-Plus level maintenance is an extension on the Silver level provided by VideoCentric. Additional features are as follows:

- Advanced hardware courier swap out operated by manufacturer or 3rd party service agent

### Gold



Gold level maintenance is VideoCentric's fourth level of maintenance and includes all software & services covered by our Silver level, with the addition of the following features:

- Fault diagnosis within 4 hours
- 8 x 5 x next business day shipment of replacement parts\*
- Collection of faulty parts within 3 working days
- 8 x 5 refresher training via video, up to 4 times per year

## Platinum



Platinum level maintenance is the fifth level of maintenance and is manufacturer operated. It extends the offerings made available at Gold level by including a technician employed or sub-contracted by the manufacturer to be scheduled to arrive on site approximately 1 - 4 hours after the ETA of replacement parts. Software updates, system configuration and network infrastructure configuration will not be carried out by manufacturers' technicians, and the customer will be required to return faulty equipment.

Platinum-Plus level maintenance provides a more “intelligent” version of the manufacturer-operated Platinum level maintenance by including the following features:

## Platinum+



- Trained and accredited VideoCentric engineer to arrive on site NBD after the ETA of replacement parts
- Faulty parts removed from site at no cost to customer - by VideoCentric engineer or via courier courtesy of VideoCentric
- Engineer will assist with installation of software updates and configure system or network infrastructure item to same level as faulty unit

With Platinum-Plus, VideoCentric takes ownership for on-site activity and for building a technical partnership with the customer rather than a possible 3rd party support agent organised by the manufacturer.

## Diamond



Diamond level maintenance is VideoCentric's highest level of maintenance and with 24 x 7 option applied, it is the highest level of maintenance available anywhere in the UK. All support available with Platinum Plus maintenance is included and extended with the following features:

- VideoCentric holds replica systems, including network infrastructure items, fully pre-configured to match customer installation
- 8 x 5 (24 x 7 option available) delivery to customer site, plugged in and immediately reconfigured by an expert engineer
- Expert engineer will understand customer environment, set-up and contact details to guarantee smoothest possible transition



## Response Times and Maintenance Options

### 8 x 5 Next Business Day

- Standard offering for Gold level maintenance
- 9am - 5pm telephone helpdesk
- 1 hour response from helpdesk call-back
- Remote diagnosis by engineer within 1 - 4 hours of call-back
- If diagnosed by 3pm, next business day shipment of hardware or software

### 24 x 7 Next Business Day

- Additional option for Gold and Platinum level maintenance
- 24 hour telephone helpdesk if out of hours
- 1-2 hour response from engineer call back (9am - 5pm) or next business day (out of hours)
- If diagnosed by 3pm, shipment received next business day for hardware or software

### 24 x 7 x 4 Next Business Day

- Additional option for Platinum & Platinum-Plus level maintenance
- 24 hour telephone helpdesk
- 1 hour response from engineer call back (9am - 5pm) or next business day (out of hours)
- If diagnosed by 1pm, same day shipment for hardware
- Technician or engineer to be on site on day of hardware arrival

### 24 x 7 x Mobile

- Additional option for Gold, Platinum, Platinum-Plus and Diamond level maintenance
- 24 hour telephone helpdesk
- Mobile telephone & video support (7am - 11pm) with VideoCentric engineer
- Includes features from 24 x 7 or 24 x 7 x 4 Next Business Day options

### 24 x 7 Callout

- Additional option for Diamond level maintenance only
- Best service available in the UK
- 24 x 7 on-site visits
- 24 x 7 expert engineer mobile telephone & video support with pre-configured spares
- Access to technical engineer - any day, weekend & bank holiday (excluding Christmas Day, Boxing Day & New Years Day).