



MANAGED SERVICES

MAINTENANCE PLAN FEATURES	ON-CALL	ON-ALERT	ON-GUARD
Unlimited 24x7 issue reporting	P	P	P
Guaranteed telephone response time	P	P	P
Call center will create support ticket and the service issue will be tracked until it is resolved	P	P	P
Phone based trouble-shooting, remote diagnosis before dispatch	P	P	P
Expedited, Same Day part shipment for video end points, when service call is received before 3PM EST	P	P	P
Profound software updates for manufacturer firmware, when recommended by Profound to repair or avoid software error	P	P	P
Code revision tracking & offsite software backup	P	P	P
Manufacturer's warranty honored for all equipment provided		P	P
Remote Diagnostic Software to diagnose system hardware over the phone		P	P
Regular Preventative Maintenance (PM) and system diagnostic per year (subject to customer request)			P
Proactive System Alerts to report errors or network connectivity issues			P
Dispatch of trained and certified technician next business day			P

*Maintenance offerings are tailored to fit your individual requirements.