



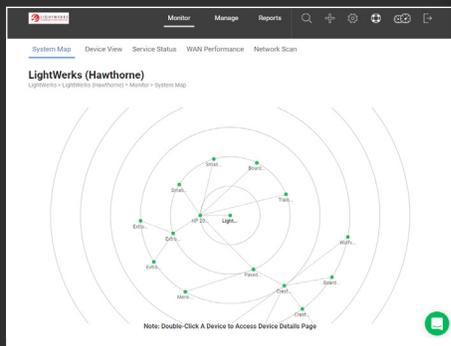
LIGHTWERKS
COMMUNICATION PERFECTED



Designed for over-burdened support staffs or mission-critical applications at:

- ✓ MID- AND LARGE-SIZED CORPORATIONS
- ✓ K-12 SCHOOLS
- ✓ COLLEGES AND UNIVERSITIES
- ✓ STATE AND LOCAL GOVERNMENT OFFICES

Prices start at \$100/monitored system¹



LIGHTWERKS MANAGED TLC (Technology-Loving Care) SERVICE PLANS

Introducing **LightWerks Managed TLC**, the managed-service designed to maximize your audiovisual system's uptime and minimize your support staff's maintenance burden.

Managed TLC flips your AV service model from break-fix to proactive monitoring and issue resolution. With Virtual TLC, LightWerks (or your) personnel can proactively monitor your system(s), receive notifications of any performance issues, and remotely connect to troubleshoot and correct problems, BEFORE you, or your users, even know about them.

WHAT'S INCLUDED



ALWAYS-ON, CLOUD-BASED MANAGEMENT PLATFORM

No need to install any software on your servers. Leverage the power of the cloud to monitor system performance from across the hall, across the campus, or across the country.



AV SYSTEM MONITORING / NOTIFICATION

Monitoring by LightWerks Service Personnel, your own team, or both. Learn of any system issue within minutes, usually before your end-user discovers it so you can go from RE-active to PRO-active system support.



SOLID SECURITY

Our monitoring approach is designed to provide the minimum footprint in your system with a maximum level of security. Our team can engage with your cybersecurity personnel to explain exactly how our approach works.



QUARTERLY SYSTEM STATUS REPORTING

Our reporting engine can provide numerous reports - upon request or on a scheduled basis - including outages, personnel reaction times, etc. The ultimate goal of this system is that your users never even know that a problem occurred, but we'll provide you with the reporting to prove that you have been working proactively to ensure that the show could always go on!

Choose the appropriate TLC maintenance offering (see back of this brochure), and you will also receive:



REMOTE TROUBLESHOOTING AND ESCALATION

LightWerks personnel will swiftly engage with you and your system remotely to troubleshoot any problems. We will escalate the problem internally to whatever resource (Technician, Engineer, Programmer) is required to understand the issue.



REMOTE ISSUE RESOLUTION

The appropriate LightWerks technical resource(s) will engage to correct the problem - from cycling power on individual components to modifying programming and other system parameters. Please note, depending on the issue, we may need a person - either yours or ours - onsite to assist.



ON-SITE SERVICE VISITS, AS NEEDED

If an issue can't be solved remotely, you will receive priority on-site service from an expert LightWerks TLC Technician.

www.LightWerks.com **(888) 454-4489**

MANAGED TLC OPTIONS

"TRADITIONAL/LEGACY" TLC OPTIONS

"DIY" TLC	"Assisted" TLC	"Complete" TLC	
<p>Subscription to this service includes:</p> <ul style="list-style-type: none"> ■ An always-on, cloud-based management platform, that leverages the power of the cloud to monitor system performance from across the hall, across the campus, or across the country; ■ System installation, turn-up, and hosting/maintenance; ■ Automated notifications of system issues (before your end-users experience them); ■ AV system monitoring by your own team of service personnel; and ■ Incident resolution by your team or by LightWerks personnel using a "traditional" TLC option. 	<p>Subscription to this service includes all elements of the DIY option plus:</p> <ul style="list-style-type: none"> ■ AV System monitoring by LightWerks team of Service personnel³; and ■ LightWerks communication and coordination of monitored service incidents; ■ Quarterly reporting of system incidents; and ■ 5% discount toward the purchase of additional TLC services (see Traditional/Legacy TLC Option). 	<p>Subscription to this service includes all elements of the Assisted option plus:</p> <ul style="list-style-type: none"> ■ Remote resolution of all relevant incidents by LightWerks Technical personnel.⁴ ■ On-site resolution of all incidents that cannot be resolved remotely.⁴ ■ Upto four annual man-hours of preventive maintenance, meeting support, training, minor installation services, or programming tweaks⁵; and ■ Quarterly meetings with Service and/or Sales personnel to review performance metrics, quality of support, etc. 	<p>When you need help, but you don't have a Complete TLC plan in place (to remove and replace failed units, change a lamp, provide maintenance, return system settings to their optimal levels, fix a user-error etc), you can just call us for on-site support.</p> <p>These "traditional" break-fix service options include:</p> <ul style="list-style-type: none"> ■ Buckets of hours: You can purchase pre-paid bundles of service hours for use any way you want. ■ Field Calls: You can pay for one-time "Field Calls" if and when emergencies arise with your AV system. ■ Custom: Want something unique/special? Simply tell us what you need and we'll work up a "Custom" support solution just for you.
<p>Pricing starts at a \$650 one-time cost, then \$100 monthly charge².</p>	<p>Pricing starts at a \$650 one-time cost, then \$135 monthly charge.</p>	<p>Pricing starts at a \$650 one-time cost, then \$225 monthly charge.</p>	<p>Pricing starts at \$395 per "Field Call".</p>

¹ A "system" is generally defined as those audiovisual devices that can be "seen" on the same network. Systems on multiple networks require multiple installations/subscriptions. Price range based on the "complexity" of each system. Depending on the complexity of installation, an additional one-time setup fee may be required.

² Term is "evergreen" but cancellation is available with 30-day notice from either party. Prices are scheduled to increase 5% per year.

³ LightWerks personnel monitoring is 10 hours per day, 5 days per week. Longer schedules may be purchased at additional cost.

⁴ Standard remote response times are guaranteed within 8 "business hours". Onsite response, if needed, is guaranteed within 24 "business hours". Faster response times can be guaranteed for an additional charge.

⁵ These offers apply only to systems under Complete TLC coverage.

Terms and conditions subject to change without notice. Visit www.lightwerks.com/service-ts-and-cs for complete, current terms and conditions.

For more information contact your LightWerks Sales or Service representative

