



# LightWerks TLC (Technology-Loving Care) SUPPORT PLANS



Introducing **LightWerks TLC Support**, the services designed to maximize your audiovisual or security system's uptime and to minimize your support staff's maintenance burden.

The plans we offer allow you to choose as much, or as little, support as you need based on your budget, your applications, and your in-house support capabilities.

- **Want us to handle all of your system support – remote AND on-site, as needed – on a pro-active basis?** You can choose our Managed TLC offering.
- **Can't allow us to have remote access to your network** (at least for the time being)? We can roll trucks to provide on-site break-fix-style support when you need it.
- **Already have a full in-house team** to provide all the support you might need? You can choose to monitor and support your equipment in-house, using our Managed Support platform.
- **Have unusual needs?** We can design a custom solution just for you.

You can even mix-and-match plan elements that make sense. The choice really is yours. Whichever TLC option you choose, you can rely on the fact that you, your systems, and your users will be supported by a team of expert personnel – Programmers, Engineers, and Support Technicians – all dedicated to your success and satisfaction.

Depending on the plan you choose, you will enjoy a combination of the following features:

## Support Features

### ▶ **REMOTE SYSTEM MONITORING, NOTIFICATION AND REPAIR**

Take your support posture from re-active to PRO-active. Enjoy monitoring by LightWerks Support Personnel, or your own. Learn of any system issue within minutes, and SOLVE PROBLEMS, usually before your end-users even know about it.

### ▶ **ONSITE SUPPORT**

If we can't resolve your system's problems remotely, we'll send a qualified Support Technician to your door on an expedited basis to perform troubleshooting and to implement solutions that just aren't possible without being on-site.

### ▶ **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 campus, or across the country.

### ▶ **SOLID SECURITY**

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

Designed to provide you with the peace-of-mind that your AV and security systems will be operating when you need them MOST.

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



WE RECOMMEND	OTHER OPTIONS		
MANAGED TLC	DISCOUNTED BUNDLES OF SUPPORT HOURS	DIY MONITORING / SUPPORT	CUSTOM SOLUTIONS
<p><b>For a one-stop solution and the maximum peace of mind, choose our Managed TLC plan.</b></p> <p>AV and/or security system monitoring by our team of expert support professionals<sup>1</sup>;</p> <ul style="list-style-type: none"> <li>▪ Remote engagement on confirmed failures within 4 business hours<sup>2</sup>;</li> <li>▪ Remote incident resolution by LightWerks personnel;</li> <li>▪ If remote resolution is unsuccessful, a Technician will be on-site within 8 business hours of the remote resolution effort;</li> <li>▪ Customizable reporting on a regular or as-needed basis;</li> <li>▪ 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; and</li> <li>▪ System installation, turn-up, and hosting / maintenance.</li> </ul>	<p><b>Purchase bundles of support hours<sup>4</sup> that you can use for any combination of:</b></p> <ul style="list-style-type: none"> <li>▪ Remote and/or on-site TLC support<sup>5</sup>;</li> <li>▪ Remote or onsite meeting support;</li> <li>▪ Preventive maintenance visits and system tune-ups;</li> <li>▪ Programming tweaks for control systems or other programmable system elements;</li> <li>▪ Remote or onsite training; and</li> <li>▪ "Small" system installation.</li> </ul> <p>OR want to use the hours on something you don't already see on the list? JUST ASK US!</p> <p>If needed, hours may also be converted to a prescribed dollar value for purchasing hardware, supplies, or accessories.</p>	<p><b>Want us to implement our monitoring service but have YOUR team monitor and use it for support? Why not?</b></p> <p>You'll enjoy the growing feature-set of our platform (for as long as you maintain your subscription), including:</p> <ul style="list-style-type: none"> <li>▪ An always-on, cloud-based management platform, that leverages the power of the cloud to monitor system performance from across the hall, across campus, or across the country;</li> <li>▪ Customizable reporting; and</li> <li>▪ System installation, turn-up, and hosting / maintenance.</li> </ul>	<p><b>Want something unique/special? No problem!</b></p> <p>We can combine elements of the options to the left to assemble a solution that is perfect for your individual needs.</p> <p>SIMPLY TELL US what you need and we'll work up a Custom" support solution just for you.</p> <p>Hey, we're easy!</p>
<p><b>Pricing starts at a \$120 one-time cost, then \$80 monthly charge (per room)<sup>3</sup>.</b></p>	<p><b>Pricing available for bundles of ten hours and above.</b></p>	<p><b>Pricing starts at a \$250 one-time cost, then a \$40 monthly charge<sup>6</sup>.</b></p>	<p><b>Pricing is based on custom plan desired.</b></p>

<sup>1</sup> LightWerks-provided monitoring is 10 hours per day, 5 days per week. Longer schedules may be available at additional cost.

<sup>2</sup> "Confirmed failures" are those that are confirmed through remote notifications, confirmation of a failure in response to a "ticket" submitted by a customer on our TLC Support page, or some other method that LightWerks may determine to be definitive.

<sup>3</sup> Available in terms of one to three years but cancellation (and a pro-rata refund) is available with 30-day notice from either party. For planning purposes, annual prices are scheduled to increase 10% per year. Minimum room quantities may apply.

<sup>4</sup> These hours must be used within one year of the date of purchase. To extend this deadline, simply purchase an additional bundle of hours and we will update the end-date on all of your remaining hours to the anniversary of your most recent purchase.

<sup>5</sup> On-site visits use a minimum of two hours per person per visit. Remote support is charged a minimum of 1 person-hour.

<sup>6</sup> Base price includes access for two users. Additional five-user bundles are available for an extra charge.

Terms and conditions subject to change without notice. Visit <https://lightwerks.com/TLC/terms/> for complete, current terms and conditions.



For more information contact your LightWerks Sales or Support representative

