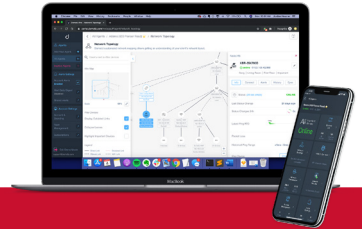




# LightWerks PlatinumCare



Introducing **LightWerks PlatinumCare**, the service designed to maximize your audio visual 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 – on a 24/7 pro-active basis?** Choose our PlatinumCare 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? Let us monitor and remotely resolve issues as they arise and dispatch to your team when needed. Another option is you can buy a bucket of onsite support hours that you can use for a variety of needs.
- **Have specific needs?** You can mix-and-match the elements to best meet your organizations support needs.

Whichever 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 24/7 monitoring by our support personnel. Learn of any system issue within minutes, and SOLVE PROBLEMS, usually before your end-users even know about it.
- ▶ **REMOTE, PHONE, AND ONSITE SUPPORT**  
Reach our support staff by phone 24/7. 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 troubleshoot and to implement solutions that just aren't possible without being on-site.
- ▶ **REPORTING**  
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 mission-critical systems will be operating when you need them MOST.



## PlatinumCare+

For a 24/7, one-stop solution and the maximum peace of mind, choose our PlatinumCare+ plan.

AV system monitoring by our team of expert support professionals, including:

- Remote engagement on confirmed failures within 1 business hour<sup>1</sup>;
- Remote incident resolution by expert support personnel;
- If remote resolution is unsuccessful, a technician will be on-site within two business days of the remote resolution effort;
- Meaningful reporting on a regular basis;
- Remote helpdesk with instant video access via QR code;
- System installation, turn-up, and hosting/maintenance.

## PlatinumCare

For a 24/7, remote service solution and peace of mind, choose our PlatinumCare plan.

AV system monitoring by our team of expert support professionals, including:

- Remote engagement on confirmed failures within 1 business hour<sup>1</sup>;
- Remote incident resolution by expert support personnel;
- Meaningful reporting on a regular basis;
- Remote helpdesk with instant video access via QR code;
- System installation, turn-up, and hosting/maintenance.

## Prepaid support hours

Onsite support hours<sup>2</sup> that you can use for any combination of:

- Onsite support with 7 business day SLA;
- Onsite meeting support<sup>3</sup>;
- Preventive maintenance visits and system tuneups;
- Programming tweaks for control systems or other programmable system.

<sup>1</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 Support Page: <https://support.lightwerks.com>, or some other method that LightWerks may determine to be definitive.

<sup>2</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>3</sup> Minimum two weeks advanced notice needed for onsite meeting support or preventative maintenance.

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



For more information contact your LightWerks Sales or Support representative