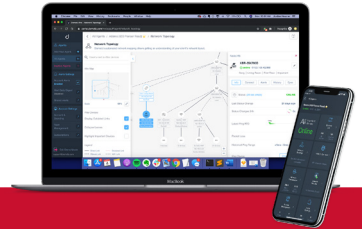




LightWerks PlatinumCare



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 – remotely AND on-site response – on a 24/7 pro-active basis?** Choose our **PlatinumCare+** offering.
- **Already have a full in-house team** to provide the on-site support you might need? Choose **PlatinumCare** and let us monitor and remotely resolve issues as they arise. Then we can coordinate needed on-site response with your existing team.
- **Can't allow us to have remote access to your network** (at least for the time being)? Choose **PlatinumCare QR** for virtual 24/7 support by trained support engineers via video – simply by scanning a QR code!
- **Want onsite preventive maintenance, key meeting support, and break-fix-type maintenance?** Choose our **Pre-Paid Support Hours**.
- **Have VERY specific needs?** You can mix-and-match 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.



Support Features

Depending on the plan you choose, you will enjoy a combination of the following 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 remotely.
- ▶ **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.
- ▶ **MONTHLY REPORTING**
Receive monthly reports of issues and resolutions to help you understand your overall support need and to better plan for the future.

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

Select this **baseline support level**:

Prepaid Support Hours

Onsite support hours¹ that you can use for any combination of:

- Onsite support with 7 business day SLA;
- Onsite meeting support²;
- Preventive maintenance visits and system tuneups;
- Programming tweaks for control systems or other programmable systems;
- End User and/or Technical Training

Choose the right **24/7 emergency support** for your specific needs:

PlatinumCare QR

When an AV problem arises, you want **IMMEDIATE** help! Simply scan a QR code and you will be helped by our team of expert support professionals.

This service includes:

- 24/7 remote helpdesk availability with instant phone or video access via QR code.

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:

- 24/7 remote helpdesk availability with instant phone or video access via QR code;
- Remote engagement on confirmed failures within 1 business hour³;
- Remote incident resolution by expert support personnel;
- Meaningful reporting on a regular basis;
- System installation, turn-up, and hosting/maintenance.

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:

- 24/7 remote helpdesk availability with instant phone or video access via QR code;
- Remote engagement on confirmed failures within 1 business hour³;
- Remote incident resolution by expert support personnel;
- Meaningful reporting on a regular basis;
- System installation, turn-up, and hosting/maintenance;
- If remote resolution is unsuccessful, a technician will be on-site within 2 business days of the remote resolution effort.

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

² Minimum two-weeks advanced notice needed for onsite meeting support or preventative maintenance.

³ "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.

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