

C-DAC

**Crisis-Driven
Alert & Control™**

Technical Support Plans

Trust Us.
We've Got Your C-DAC.

www.centralert.com

CENTRALERT

Pro-Activate Your C-DAC

At CentrAlert, we don't just define and implement your emergency management solution. We also support every piece of hardware and software that we provide.

After your free 30-day post-shipping service period, we offer three separate Technical Support Plans that will keep your C-DAC system operating at peak efficiency. These Plans also include extensive training so that you and your team can always be relied upon to offer calm responses to dramatic events.



Supporting Those Who Support Others.

Emergency management isn't as simple as getting the best system available. While C-DAC offers unparalleled alert and control for any crisis scenario, you can add an extra layer of security by knowing that every question can be answered and every concern addressed. This could be as simple as having access to training videos to refresh your memory on creating an action or something as advanced as getting lab-tested software patches. Whatever it is, we're here to help.

CENTRALERT[®] AVAILABLE OPTIONS

	ESSENTIAL	ELITE	ENTERPRISE
Business Hours Software Support*	✓	✓	✓
24/7 Software Support		✓	✓
Annual System Maintenance Check		✓	✓
Live Remote Training			✓
Online Software Training Videos**	1 Seat	5 Seats	25 Seats
Software Training Video Transcripts		✓	✓
Access to Online Training Simulator		Call for Pricing	✓
Patches/Bug Fixes	✓	✓	✓
Refresh Program	✓	✓	✓
Priority Equipment Replacement		✓	✓
Remote Diagnostics		✓	✓
Windows OS Patch Validation			✓
Remote Monitoring (CAS)			Call for Pricing
Cloud Backup (Disaster Recovery)			Call for Pricing
Guaranteed SLA Response Time	Less Than 48 Hours	Less Than 24 Hours	Same Day

* After-hours software support available at a special reduced rate.

** Seats can be added for additional fee, depending on support level.

ESSENTIAL TECHNICAL SUPPORT

As a member of Essential Technical Support, you will receive a variety of features, including:

1 Business Hours Software Support

CentraAlert Technical Support staff are available Monday to Friday from 8:30 AM to 5:00 PM ET to assist with any C-DAC system questions.

3 Access to Online Training Videos

Want a quick refresher on how to create an action? Need to train a new employee on the ins and outs of C-DAC? CentraAlert's extensive suite of training and reference videos have you covered.

2 Refresh Program

Get up to 50% off a new C-DAC system if you maintain your Technical Support Plan for five years from the date of initial install (T&C apply).

4 Patches/Bug Fixes

No system stays perfect forever. That's why our engineers will inform you of any required patches or bug fixes in order to keep your C-DAC up to date and operating smoothly.

5

Guaranteed Response in Under 48 Hours

No matter how small the issue, Essential Technical Support members will receive a response within 48 hours, and often much sooner.

SLA Response Time: Under 48 Hours



ELITE TECHNICAL SUPPORT

As a member of Elite Technical Support, you will receive all of the Essential features, plus:

1 24/7 Software Support

CentrAlert Technical Support staff are available 24 hours a day, 7 days a week, 365 days a year to provide unlimited telephone and email support for any C-DAC system question.

3 Online Training Video Transcripts

While many learn best with video, some prefer to read along as they go. That's why Elite Support members also have access to transcripts of every training and reference video.

2 Annual System Maintenance Check

Since you depend on C-DAC to keep your facility or community safe, CentrAlert engineers will conduct an annual system maintenance check in order to keep your C-DAC in optimal condition.

4 Remote Diagnostics

Having an issue that you can't quite explain? With Remote Diagnostics, CentrAlert engineers can access your C-DAC system remotely to track down and solve any issues that may arise.

5 Priority Equipment Replacement

In the event of an emergency hardware issue, CentrAlert offers priority equipment replacement to keep system downtime to a minimum.

SLA Response Time: Under 24 Hours

ENTERPRISE TECHNICAL SUPPORT

As a member of Enterprise Technical Support, you will receive all of the Essential and Elite features, plus:

1 Live Remote Training

Receive live remote training from a CentrAlert engineer annually for every account holder so that any questions may be answered in real time.

3 Windows OS Patch Validation

CentrAlert engineers will test all Windows OS patches against CentrAlert equipment in a lab setting to ensure compatibility with your system.

2 Online Training Simulator

After reviewing our training courses, Enterprise Support members have the option of testing their new-found knowledge on an online C-DAC Training Simulator.

4 Remote Monitoring (CAS)

CentrAlert engineers will actively monitor your Central Alarm Server (CAS) to ensure that everything is operating at peak efficiency.

5 Cloud Backup (Disaster Recovery)

In the event of a catastrophic event damaging or destroying your system, the CentrAlert Cloud will maintain a backup of all of your files.

SLA Response Time: Same Day

C-DAC TECHNICAL SUPPORT PLANS

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CentrAlert

At CentrAlert, we're proud to have our products at the forefront of modern emergency management needs.

As our technology develops and requirements change, we will continue to offer innovative new solutions to protect the assets and people of organizations all over the world.

However, to truly get the most out of our systems, we know that we need to share our expertise with our customers. That's why we continually strive to offer the most comprehensive support and training services in the industry.

It might sound strange but our mission at CentrAlert is to **make your emergency scenario as uneventful as possible.** By taking advantage of any of our Technical Support Plans, you will gain that crucial peace of mind that will allow you to approach any emergency with clarity and authority.

For more information on any of our products or Technical Support Plans, **please visit centralert.com.**



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