

SERVICE AGREEMENTS

SERVICE, MAINTAIN & OPTIMIZE YOUR INVESTMENTS WITH DEDICATED SUPPORT

	PLATINUM	GOLD	SILVER	BRONZE
LABOR	Designed for customers who want turnkey service & maintenance with immediate response	Designed for customers who want dependability & high reliability on a 24/7/365 basis	Designed for customers who want a cost-effective choice & reliable support during normal business hours & next business day response	Designed for customers who want an economical plan & reliable support during normal business hours that don't require rapid response
CALLS	REPAIR/REPLACEMENT LABOR INCLUDED †	✓	✓	✓
NON-CRITICAL RESPONSE	24X7 CALL HANDLING	✓	✓	M-F REGULAR BUSINESS DAY CALL HANDLING
Critical Response	8-HOUR ON-SITE OR REMOTE RESPONSE TIME *	24-HOUR ON-SITE OR REMOTE RESPONSE TIME *	SECOND BUSINESS DAY ON-SITE OR REMOTE RESPONSE TIME *	5 BUSINESS DAYS ON-SITE OR REMOTE RESPONSE TIME *
Service Hours	4-HOUR ON-SITE OR REMOTE RESPONSE TIME **	8-HOUR ON-SITE OR REMOTE RESPONSE TIME **	NEXT BUSINESS DAY ON-SITE OR REMOTE RESPONSE TIME **	3 BUSINESS DAYS ON-SITE OR REMOTE RESPONSE TIME **
	24X7 SERVICE HOURS †	✓	M-F REGULAR BUSINESS DAY SERVICE HOURS 30-MINUTE BILLING INCREMENTS FOR AFTER-HOURS T&M WORK (2 HOUR MINIMUM)†	M-F REGULAR BUSINESS DAY SERVICE HOURS 1-HOUR BILLING INCREMENTS FOR AFTER-HOURS T&M WORK (2 HOUR MINIMUM)†

*On-site response for non-emergency items will be provided within the stated period once receiving notification of a non-emergency condition, as determined by the customer and Vision Technologies. Non-emergency conditions are failures at an individual component level resulting in minimal impact to the overall operation of the facility. Non-emergency service requests will be assigned a Priority 3 or Priority 4 classification in the Vision Service Portal. Remote connectivity is dependent on Vision's ability to remotely access the site, system(s), or components.

**On-site response for critical components will be provided within the stated period once receiving notification of a critical emergency condition, as determined by the customer and Vision Technologies. Critical emergencies are failures at a system or panel level and would result in the loss of the entire section of a building or place the facility at high risk. Critical service requests will be assigned a Priority 1 or Priority 2 classification in the Vision Service Portal. Remote connectivity is dependent on Vision's ability to remotely access the site, system(s), or components.

† Service hours" refers to the hours during which service is provided. Any services calls performed outside of the stated range are billable at standard T&M hourly rates.

PREVENTATIVE MAINTENANCE AGREEMENTS

ANY COMBINATION OF OUR SERVICE AND PREVENTATIVE MAINTENANCE AGREEMENTS CAN BE CREATED. SELECT A PLAN AND A TIMETABLE THAT MEETS YOUR NEEDS

- ▶ Inspect, test and adjust all edge devices as needed
- ▶ Inspect, test and adjust all middleware devices as needed
- ▶ Inspect, test and adjust all head-end devices as needed
- ▶ Inspect and clean all equipment enclosures and server/storage equipment racks
- ▶ Back-up system configurations, databases, and transaction logs
- ▶ Confirm correct system configuration preferences (application reprogramming excluded)
- ▶ De-fragment all hard drives as needed
- ▶ Run system-wide diagnostic reports in order to identify issues, communication errors and/or faulty equipment (if needed, repairs performed pursuant to Service Agreement)
- ▶ Optimize storage arrays as needed (application reprogramming excluded)
- ▶ Analyze network traffic and report any bandwidth constraints and/or latency
- ▶ Analyze network traffic and report any bandwidth constraints and/or latency
- ▶ Software and firmware updates performed on-site

Preventative maintenance can be provided on a quarterly, semi-annual, or annual basis.

» **4** QUARTERLY

» **2** SEMI-ANNUAL

» **1** ANNUAL



CONTACT US TODAY

FOR DESIGN, BUILD, INSTALLATION,
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