



# SUPPORT SERVICES

## PLATINUM AND MODIFIED ASSURANCE PLANS

### OUR MISSION:

To provide AtlasIED customers with the finest, most comprehensive, preventive support program for trouble-free communication systems.

### FEATURES

#### **Preventive Measures Can Reduce the Risk of Interruptions**

Designed with inherent redundancies, AtlasIED systems are recognized as being extremely reliable, however failures can occur. The Platinum and Modified Assurance Plans from AtlasIED Support Services provide numerous preventive features including scheduled System Health Checks, annual training of first responders, periodic software upgrades / updates / and licensing, and scheduled hardware replacements. These comprehensive plans will minimize the risk of down time and maintain the sustaining reliability and stability for which AtlasIED systems are known.

#### **Fixed Agreement Price - No Budget Surprises!**

The AtlasIED Assurance Plans provide comprehensive support at a fixed price that allows for budgeting years in advance. Delaying repairs, software upgrades or computer replacements while waiting for budget approvals or purchasing procedures, can intensify problems, and negatively affect MNEC (Mass Notification Emergency Communication) and Life Safety processes designed to protect employees and customers.

A facility's communications system fills a critical role in communicating with employees and patrons. Providing general information, locating individuals, and background music are all important to a facility. Emergency messages and announcements are critical communications. Maintaining a system's reliability and stability are paramount.



### Monthly Windows OS Security Updates with Deployment Protocol (for Systems Running Windows 10 or Later)

To ensure comprehensive security protection for GLOBALCOM communications systems, AtlasIED will provide support to install and deploy monthly security updates to Windows-based servers running GCK.



### Software Updates (Bug Fixes/Patches/Service Packs), Upgrades, and Licensing

For peace of mind and reliable functionality, especially for mission critical applications, software updates, upgrades, and licensing will be proactively scheduled, installed and/or deployed.



### Priority Remote Technical Support One (1) Hour Response 24 Hours, 7 Days a Week, 365 Days a Year

A facility does not take days off, neither does AtlasIED Support Services. Call tracking provides a continuous service history.



### Extended Hardware and Software Warranty

AtlasIED communications systems are software intensive, so it is essential to keep the system up to date for proper operation. AtlasIED Support Services periodically upgrades software and repairs hardware quickly without additional cost.



### Prompt Emergency Service

Should it be determined, by AtlasIED Support Services, that emergency service is necessary, AtlasIED Support Services will either partner with an AtlasIED Certified technical services provider, or endeavor to place an AtlasIED technician on site ASAP (within 48 hours domestically and 72-96 hours internationally).



### Recurring Service Training

The ability to deliver excellent support depends on trained personnel who are prepared for day-to-day operations and can identify problems if they occur. Annual factory training is required to ensure "First Responders" have a thorough understanding of the system and the latest troubleshooting techniques.



### Local Availability of Critical Spare Parts

Essential system components can be staged at or near the facility to provide an added layer of security in the event of a failure.



### Scheduled Equipment Replacement

Network servers, workstations, and other computer hardware, and displays are subject to failure after several years of continuous operation. To minimize this problem, these components are automatically replaced on an established schedule.



### Advance Hardware Replacements

If a system component fails, and a local spare part is not available, AtlasIED Support Services will ship an advanced hardware replacement, overnight if necessary. No waiting for a unit to be repaired or purchasing a new unit to get the system up and running.



### Initial and Recurring System Health Checks and Written Report

Keeping everyone informed is a key to the AtlasIED system's health and ongoing welfare. AtlasIED Support Services documents and catalogs all system health reports in an effort to track and monitor long term system trends and operation. These System Health Checks can detect potential faults before they become serious problems. Annual on-site inspections will give peace of mind that the communication system is operating in the best possible manner.



### Message Library Updates

Up to date messages, whether delivering customer information or the latest security procedures are essential. AtlasIED Support Services provides access to an extensive PRDP message library of professionally recorded messages (NSA / TSA / Homeland security / other) that can be uploaded directly into the system. Custom recorded messages are available upon request.

AtlasIED Platinum and Modified Assurance Plans provide complete system support, 24 hours per day, for a fixed annual cost. See the AtlasIED Platinum Assurance Plan Agreement for a list of specific system components and their replacement frequency covered by this provision.

To eliminate unexpected, unplanned maintenance costs and reduce the risks of preventable system failure... Contact us today:

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