

READY RESPONSE+



SUPPORT SERVICES

READY RESPONSE+ PLAN

Support Services provides AtlasIED clients with a consistent and reliable experience for the entire lifetime of their installed communications system.

FEATURES

Preventive Measures Can Reduce the Risk of Interruptions

Designed with inherent redundancies, AtlasIED commercial systems are reliable, however updates and upgrades can cause failures within these systems. The Ready Response+ plan from AtlasIED Support Services provide preventative features including periodic software upgrades/updates and licensing, advanced warranty replacement, optional onsite or virtual training, remote access check-ups, and a built in extended warranty. The Ready Response+ plan will minimize the risk of downtime and maintain the reliability and stability of your AtlasIED commercial system.

Fixed Agreement Price - No Budget Surprises!

The AtlasIED Ready Response+ plan provides 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.

Standard Features



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.

* Remote access required - 90% of abnormalities can be resolved via remote access and intervention



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.



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.



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 that can be uploaded directly into the system.



End-to-End Hardware Protection

Hardware can be hard hit by constant use and environment. Within the GLOBALCOM or Atmosphere ecosystems, all hardware will be protected and repaired/ replaced under the Ready Response+ plan.



Access Our Learning Academy

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. Self-guided training in our academy is offered to ensure technicians have a thorough understanding of the system and the latest troubleshooting techniques.



Remote Recurring System Health Checks

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 remote inspections will give peace of mind that the communication system is operating in the best possible manner.



Monthly Windows OS Security Updates with Deployment Protocol (for Systems Running Windows10 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.

Optional Features



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. Standard with purchased, installed (and active) license.



Factory Training Seats - Louisville, KY

Ready Response+ clients have the option of sending technically adept staff to our training facility for advanced and hands on configuration, support, and maintenance knowledge. There is an extra fee associated with this in-person training option.



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).



Ready Response+ plans provide complete system support, 24 hours per day, for a fixed annual cost. See the AtlasIED Ready Response+ plan agreement for a list of specific system components and their replacement frequency covered by this provision. Requirements: GLOBALCOM controller with Win10 operating system must have been shipped 2021 or later.

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

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