

# TECHNOLOGY-AS-A-SERVICE

*The smart way to pay for your technology solutions.*



Vistacom's Technology-as-a-Service (TaaS) program is an agreement with added-value that bundles equipment and support services into a low subscription-based monthly payment. Vistacom's TaaS provides an organization with more freedom, control and flexibility than any other payment option available including cash purchases and traditional leasing.

## Benefits

01

### **SOLUTION REPLACEMENT GUARANTEE (SRG)**

SRG is protection from being locked into technology that no longer serves your needs. If your solution lacks the ability to meet the needs of your business or has become obsolete for any reason, you have the option to upgrade to a brand new solution at any point during the term. Your existing contract will be completely forgiven without penalty fees or rolling over balances.

02

### **ACT OF GOD**

Protect your technology in the event of a natural disaster. Under the agreement, we pay your insurance deductible if your equipment is damaged by any natural disaster.

03

### **BUNDLED SUPPORT & MAINTENANCE**

Always have protection. Lock-in the cost of our maintenance or support service agreement at today's labor rates for the duration of your contract term. The monthly cost will be bundled without finance charges into the same payment as your equipment.

04

### **FINANCIAL BENEFITS**

TaaS is a payment program for organizations that do not want to own their technology solutions, but rather want the benefit in usage and access of the solution. TaaS allows you to preserve cash flow so you can use your capital for revenue generating business activities. And, when considering the time value of money, TaaS is often the lowest cost method of procurement.

05

### **FLEXIBLE END OF TERM OPTIONS**

Evaluate your needs and usage of the technology at the end of your term. A lot can change in 3-5 years. You may need to upgrade, or renew with the SRG, or you may just want to return the equipment. You will have options that you can decide on when that time comes.

## Is Technology-as-a-Service Right for You?

*The way we buy technology has changed. TaaS provides peace of mind to grow and evolve your technology as you grow and evolve. This kind of flexibility is ideal for remaining competitive, reserving your capital for your business and protecting you from investing in obsolete technology. If you are less concerned with ownership and need to focus on outcomes, access, and usage of the technology, TaaS is the better way to pay for technology in today's market.*

*\*TaaS is available to you in collaboration with our financing partnership with TAMCO.*

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## Program Details

### Standard Warranty

For a period of three (3) or five (5) years following completion of your installed system, Vistacom will be responsible for repairing or replacing faulty equipment and resolving any system malfunctions or anomalies. This warranty covers all service actions necessary to restore the equipment and systems to their normal operational mode.

### Vistacom Helpdesk

This includes telephone and remote access to Vistacom’s manned helpdesk between the hours of 7:30AM and 4:30PM Monday through Friday except holidays. A helpdesk technician trained on audio, video and various communications platforms will answer both user operational questions and technical system issues.

### Vistacom Help Portal

Vistacom provides a cloud-based portal that is accessed by the client via a QR code which provides instant access to live video and audio support with a Vistacom Helpdesk technician. This portal also provides access to a quick start guide for the room system and other documentation including manuals, system drawings, etc.

### Vistacom Site Support

Upon escalation from the Vistacom Helpdesk, an authorized service technician will be dispatched to respond on-site to any warranty issues during normal work hours.

### Vistacom Software Care

Vistacom will maintain all current software deployed with each room system and update all software and firmware as appropriate for operational stability, security patching, and feature enhancements.



## Vistacom Support Care Protection Plans\*

\*Coverages below are for typical systems; however, the details of the plan may vary based on the type of system installed.

Plan Feature	Standard	Preferred	Preferred Plus
Unlimited Help Desk Support, Standard Business Hours <sup>1</sup>	✓	✓	✓
Vistacom Help Portal	✓	✓	✓
Remote Troubleshooting & Error Correction	✓	✓	✓
Vistacom Software Care	✓	✓	✓
Hardware Warranty	✓	✓	✓
On Site Labor Deployment for System Issues	✓	✓	✓
Guaranteed Two-hour Telephone Response Time		✓	✓
Next Business Day Site Response Time Guarantee		✓	✓
Annual Preventative Maintenance Visits and Report		✓	✓
Discounted Lifecycle Replacement Equipment		✓	✓
Equipment Repairs & Labor Included			✓
Remote Monitoring with Support and Analytics			✓
On Site Annual System Training Refresh			✓
Unlimited Remote System Training			✓
Videoconferencing Repair Parts Shipped Same Day			✓
Extended Equipment & Software Warranty			✓
Control System Modifications <sup>2</sup>			✓

#### Add Ons

- Semi-Annual Preventative Maintenance Visits & Reporting
- Digital Signage Remote Support & Content Management
- 24/7/365 Help Desk and/or On-Site Support

<sup>1</sup> Standard business hours defined as Monday through Friday, excluding holidays, from 7:30M to 4:30PM ET.

<sup>2</sup> Modifications are defined as minor addition of new devices, change of text, change of color, and minor change of functionality. Does not include re-programming new layouts for major structural changes within touch panel control system.