

SMART Services for Business

OUR COMPREHENSIVE SERVICE PROGRAMS ALLOW YOU TO:

- Protect your investment in collaboration and maximize uptime
- Receive expert support from SMART, with the experience, knowledge and resources to ensure fast effective operations
- Access global reach and scalability for consistent support services and SLAs, including onsite repair and SMART coordinated installation
- Leverage flexible service options to meet your unique support needs

OFFERING	SMART LIMITED EQUIPMENT WARRANTY	BASIC & BASIC PLUS	ELITE & ELITE PLUS	PLATINUM & PLATINUM PLUS (for SMART Room System only)
PRODUCT INFORMATION				
Knowledge base access	✓	✓	✓	✓
RMA				
Advanced hardware replacement	Return for repair only	✓	✓	✓
RMA order processing	Best effort	24 hrs	24 hrs	24 hrs
Advanced hardware shipping guarantee*	N/A – Return for repair only	10-day max	5-day max	3-day max
SUPPORT				
24/7 case management via web	N/A	✓	✓	✓
Phone/Web support initiation	✓	✓	✓	✓
Remote expert access (Level 2-4)	✓	✓	✓	✓
Support hours	7-4 MT	9-5 (global local time)	24/5	24/7
Weekend/Holiday support	X	X	X	✓
Qualified response time	Best effort	2 hrs	1 hr	1/2 hr
Incident prioritization	Standard	3	2	1
MANAGED SERVICES (for SMART Room System™ only)				
Usage reporting and proactive monitoring/alerting	X	X	✓	✓
SOFTWARE MAINTENANCE (SMART Meeting Pro® room and personal licenses)				
Updates: major and minor releases	X	✓	✓	✓
NEW – PLUS ONSITE SUPPORT				
Onsite break-fix coverage by SMART authorized technicians**	X	PLUS only	PLUS only	PLUS only
NEW: SMART GLOBAL INSTALLATION SERVICES, MANAGED AND COORDINATED DIRECTLY BY SMART				

*Door-to-door, or port of entry. See Enterprise Services T&Cs for regional service level objectives outside of NA & EU

**Terms and conditions apply. See Enterprise Services T&C document for details

All Support Service options are available in 1 and 3 year terms. For detailed support terms and conditions visit smarttech.com/services



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To learn more about our full offering visit smarttech.com/services