

IMMEDIACARE™

When your workplace technology stops so does your business. Regular maintenance and support can ensure it works every time you need it. At Immedia, we provide preventative support, remote monitoring, as well as response times under one-hour. Bottom line: your business thrives.

IMMEDIACARE™ COVERAGE	INCLUDED	ADDITIONAL
COMPLETE EQUIPMENT COVERAGE	✓	
GUARANTEED RESPONSE TIME	✓	
PREVENTATIVE MAINTENANCE (ANNUALLY)	✓	
SHIPPING	✓	
REDUCED SERVICE RATE	✓	
CONSUMABLES	✓	
PROJECTION LAMPS	✓	
LOANER EQUIPMENT	✓	
EQUIPMENT RECYCLING	✓	
AUTOMATED SERVICE REQUEST TICKETING	✓	
DEDICATED TECHNICAL SUPPORT SPECIALIST <small>IMMEDIA'S CUSTOMER CARE COORDINATOR WILL BE AVAILABLE FOR IMMEDIATE ASSISTANCE AND IF POSSIBLE REMOTE TROUBLESHOOTING.</small>	✓	
REOCCURRING LICENSES	✓	
24/7 CALL DESK	✓	
4 HOUR RESPONSE TIMES		<input type="checkbox"/>
MEETING SUPPORT		<input type="checkbox"/>
ONSITE TECHNICIAN		<input type="checkbox"/>
24/7 SUPPORT		<input type="checkbox"/>
ADDITIONAL PREVENTATIVE MAINTENANCE VISITS		<input type="checkbox"/>

SUMMARY OF COVERAGES

COMPLETE EQUIPMENT COVERAGE

If it breaks, Immedia fully covers the repair/replacement cost.

GUARANTEED RESPONSE TIME

Immedia will be onsite within two business days of receiving a service request.

PREVENTATIVE MAINTENANCE

Conducted annually on covered rooms (charges apply for additional visits).

SHIPPING

Immedia will cover all shipping costs and will strive for expedited shipping if available.

REDUCED SERVICE RATE

Immedia extend a service rate of \$100/HR break-fix rate for all rooms not covered under this agreement.

CONSUMABLES

Immedia will replace at no cost all end user cables, rack cables and structured cabling should repair not be an option.

PROJECTION LAMPS

Immedia will provide replacement lamps for all projectors covered under this agreement.

LOANER EQUIPMENT

If available in our inventory Immedia will provide a working spare while the original device is out for repair.

EQUIPMENT RECYCLING

Immedia will handle the disposal of all equipment covered under this agreement should anything be non-repairable.

AUTOMATED SERVICE REQUEST TICKETING

An email, phone or web to case tickets will be immediately entered into the IMMEDIA automated ticketing system.

DEDICATED TECHNICAL SUPPORT SPECIALIST

Immedia's Customer Care Coordinator will be available for immediate assistance and if possible remote troubleshooting.

REOCCURRING LICENCES

If desired, Immedia can handle the annual renewal of maintenance contracts, subscriptions and renewals.

24/7 CALL DESK

If issues arise after Immedia normal business hours you can still call our 24/7 concierge and your ticket will be created.

PRIORITIZATION OF SERVICE

Without ImmediaCare™

Average days on site > 6

Average days to resolution > 11

With ImmediaCare™

Average days on site > 2

Average days to resolution > 6

*Remote monitoring is only supported through an ImmediaCare™ contract.