

SMART MANAGED SERVICES

Smart Choice knows the importance of safeguarding your sensitive and private company data, while ensuring your employees and assets are protected. With our **Smart Managed Services Contract, SCC** gives you the most reliable support and maintenance—at a fraction of the cost.

| SERVICES | ON-CONTRACT |
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| 24x7x365 Service Calls |  SCC's Support Team is immediately available to answer questions and inquiries 24/7/365 |
| Guaranteed Priority and Response |  Clients under SCC Contract take priority |
| Holiday or Weekend Repairs Included |  24x7x365 SCC support and service until the job is completed |
| SCC Service, Labor & Parts Included* |  Enclosure and Power components, control panels, card readers, locking hardware, REX devices, cabling, NVRs, cameras, etc. |
| SCC Mandatory Maintenance |  Performed as per manufacturer's recommendations |
| SCC System Updates |  Firmware and software updates when released |
| SCC Emergency Critical Security Patches |  As notified by vendor |
| SCC Training Classes |  Quarterly training classes remotely and/or on-premise |
| SCC Customized Reports |  20 new customized reports per month |

*Hardware replacement does not include failure or damage beyond normal use, including but not limited to drops, falls, electrical surges, liquids spilled on the units, fire damage, intentional damage, lost parts or consumables, and/or software damage. SCC has a right to bill Customer for full cost of the hardware replacement along with associated labor charges. NVR & cameras require valid hardware support contracts.

SMART MANAGED SERVICES BENEFITS

FREE SERVICE, PARTS & LABOR

SCC provides the necessary parts and labor required to keep your system running at maximum capacity—without any additional charges. SCC uses state-of-the-art technology, and materials can range from hundreds to thousands based on the situation. Without a Service Contract, time and materials are billed per job, which can add up quickly.

OPERATIONS

SCC provides and maintains an optimal environment for maintenance and security of all systems including hardware, software, power supplies, emergency generators and cooling systems. We conduct routine backups of all systems, with copies of the data on-site and in a secure off-site location.

PROGRAMMING

Our expert programming team performs the initial software configuration of your system operation times (open/close times, alarm times, prop delays, etc.), and is available at any time to make adjustments or modifications as requested.

IMMEDIATE SUPPORT

SCC technicians are available 24x7x365, including holidays and weekends, to take calls and provide any services as needed.

DATABASE MANAGEMENT

SCC's Support Team performs data entry, card administration, system consulting, report generation and analysis. We eliminate the need to hire, train and manage your own staff to maintain these databases by continuously updating your database. We also offer customized reports, allowing you to keep track of all data.

SYSTEM PERFORMANCE

To ensure your system is always at peak performance, we ensure that all system software and firmware updates, including emergency manufacturer patches, are installed immediately. Our technicians also take the necessary steps to ensure all hardware and equipment is working efficiently.

PROACTIVE MONITORING

We use sophisticated proactive monitoring tools to identify and correct any issues before they become a problem. By monitoring your network activity 24x7x365, we can immediately determine any internal or external issue, and work immediately to remediate the problem.

COST EFFECTIVE SOLUTION

With a Service Contract, you receive our complete service package with security and maintenance for a significantly discounted monthly price.