



# MultiTaction™ Support Service Program



**SUCCESS TOGETHER**

## OUR COMMITMENT TO SUPPORTING YOU AND KEEPING YOUR DISPLAY SYSTEMS OPERATING AT THEIR BEST

As a leading global manufacturer of interactive digital displays we recognize that our technology is often placed front and center of our client's business. It is therefore critical that any problems are resolved quickly and with the least amount of disruption so that customers realize the maximum value from their hardware and software investments.

### Product Quality by Design

At MultiTaction we design our technology to be of the highest quality and no display leaves our facility without being thoroughly tested. Despite this, we do sometimes get problems where an effective support program is required.

This program has been designed to offer the right level of after-sale support; ensuring clients receive a seamless support service offering. We know that to be successful we must have satisfied customers, which means delivering high quality solutions and support services post sale. We hold our partners and ourselves accountable for customer delight, which is vital to ensure the success of our own business, and we place a big emphasis on developing relationships with our customers.

Every customer environment is unique which requires a support service program that is able to offer the correct level of support at the correct time. The plan provides help with all aspects of an installation, from troubleshooting PC and application configurations to solving performance issues and advising on network setup. Our experts are working to ensure your success.

### A Global Support Service Program Offering the Correct Level of Support

The global support service program is designed to help both direct clients and the MultiTaction partner network of leading integrators by offering the necessary tools to ensure success and continued customer satisfaction. Under this program all MultiTaction displays now come with a one-year Standard Care Plan included in the sale price.

The MultiTaction Support Services program is a tiered model based on the type of client and their needs.

### Direct Clients: Standard Care & Priority Care

Created as a two-tiered service offering, our Standard Care and Priority Care programs are designed to offer you the correct level of support. Priority Care is an upgrade option available to all clients and based on individual display serial numbers. Please note: it is not possible to transfer a priority care agreement to an alternative display as the service is tied to the serial number of the device.

### AV Integrators: Business Care

Offered when full training on our products has taken place, allowing you to offer flexible support to your end clients. Using this support model you can sell support services to your clients using your own model and processes knowing that if the problem is more serious than a level 1\* support issue you have our specialists to fall back on.

\* Basic troubleshooting, display calibration and update processing – which are all covered in the training

\*\* Precise shipping terms are listed in the agreement

\*\*\* Travel and accommodation charged separately

## PROGRAM BENEFITS

### ► Support Desk:

Full access to our service desk and support forums. Our support staff are familiar with a wide variety of hardware and software installations, and have direct contact with the on and offsite engineers. The support desk will provide you with immediate help where possible and ensure that the problem is registered in our system. If we cannot fix the problem remotely, we will arrange for a repair service (see below).

### ► Software Maintenance:

Entitlement to full software maintenance, including software releases, security updates and the latest drivers – ensuring your systems are working as designed.

### ► Training:

The opportunity to take part in group training sessions that are hosted at our service centers four times a year. These will provide your team with hands-on information about the best practices for utilizing your display system. Taking part in this training will ensure you are able to get the most out of your investment.

### ► Repair Service:

If the display needs to be repaired then we have a number of options including: arranging for a local support center to help, shipping the display back to the factory or sending an onsite engineer.

## Comparison of the Different Support Service Program Levels

	Direct Clients: MT Standard	Direct Clients: MT Priority
<b>Support Desk</b>	Email, Web and Phone support Mon.-Fri., normal office hours. Response time 1 - 2 business days	Priority Email, Web and Phone support Mon.-Fri., normal office hours. Response time max 1 business day
<b>Software Support</b>	Software maintenance; major and minor product releases, driver updates, and security updates Full access to MultiTouch user support forum and knowledge base; customer portal	Software maintenance; major and minor product releases, driver updates, and security updates Full access to MultiTouch user support forum and knowledge base; customer portal
<b>Training</b>	Periodic group training	Personalized training
<b>Warranty</b>	Limited warranty on manufacturing defects	Limited warranty on manufacturing defects
<b>Repair Service</b>	2-way economy shipping to the customer included.** Faster shipping to be charged separately	2-way express shipping to the customer included.** Advance replacement (some conditions apply). On-site repair***
<b>Price Level</b>	Please contact your sales representative	Please contact your sales representative

# MultiTaction Support Service Program

## Applicable Products

A 12 month Standard Care Plan is included with every MultiTaction display purchased. After the first year, extensions or upgraded plans can be ordered directly from your sales representative or local reseller. Extension plans include a full extension of the device warranty. In order to apply for an extension or upgrade you will need the display serial number. This also applies to any service requests you wish to file. Please note that the display serial number must still be in an active plan in order to extend or upgrade.

## Availability and Ordering

MultiTaction Support Service Plans are included in all MultiTaction displays but extensions can be ordered directly from your sales representative or reseller. Display serial numbers are needed for every service order and request.



## Filing a Support Request

To file a support request with MultiTaction please either email [support@multitaction.com](mailto:support@multitaction.com) or visit our web site at [www.multitaction.com/support](http://www.multitaction.com/support)

Support available at Helsinki support centre at **+358 45 319 2160** between 9.00 and 17.00 CET or at Chicago support centre at **(844) 868-2400** (toll-free, US only) between 9am and 5pm CST.

## For More Information

For more information about the MultiTaction Service Support program or other MultiTaction services, please contact your sales representative, local reseller or contact the Service Center direct at [support@multitaction.com](mailto:support@multitaction.com)