

eVideo eCare maintenance ensures a high level of personal service and support for customers. As an eVideo eCare customer you can relax with the peace of mind that your video conferencing investment is fully maintained ensuring return on your investment.

eVideo understands that every customer has different maintenance requirements and that is why we offer three packages - eCare, eCare + and eCare VIP for a tailored support service. With every eCare maintenance contract you will have access to your local technical support representative and be answered in Australia. You can rely on our team of industry certified experts to help you troubleshoot and determine any issues with your video conferencing system.

As **Australia's Leading Unified Communications solutions provider** eVideo deals directly with the vendor/Manufacturer for support issues and does not go through a third party.

eCare's main features include:

- ✓ Local eVideo certified expert technical support representatives
- ✓ Hardware replacement of video system when a video system requires repair (eCare, eCare+, eCare VIP) 24/7 optional support
- ✓ Unlimited use of the Australian eVideo help desk via our 1800 number
- ✓ Software upgrade programme
- ✓ Software update notifications
- ✓ 24 Hour dial in Video Testing facilities
- ✓ Customer Loyalty Discounts



eVideo eCare Maintenance
Call our help desk to speak to a local certified expert support representative via our toll free 1800 number immediately
eVideo will address any issues you have and escalate to Vendor if required directly not via a third party
When service is mission critical to your business eCare is the only choice
eCare also gives you access to our 24 hour dial in video testing facilities

eCare, eCare+ and eCare VIP features include:

eVideo Support Services – eCare, eCare +, eCare VIP			
Features	eCare	eCare+	eCare VIP
1800 Toll free Video Help Desk (8.30am - 5.00pm) answered in Australia	✓	✓	✓
24/7 Help Desk and support **	✓	✓	✓
Hardware Replacement Australia-Wide*	✓	✓	✓
Free Loan system (while your system is being repaired) ****	✓	✓	✓
Installation/Support Guarantee	✓	✓	✓

eVideo Support Services – eCare, eCare +, eCare VIP			
All freight charges paid by manufacturer	✓	✓	✓
Customer Loyalty program	✓	✓	✓
24 Hour dial in Video Testing facilities	✓	✓	✓
Software Upgrade assistance	✓	✓	✓
Remote Access to our local qualified technicians Via Phone/video	✓	✓	✓
On site visit by a qualified technician if required ***		✓	✓
Quarterly remote inspection remote desktop access (RDP)*****		✓	✓
Consultancy (Hardware/Cloud)			✓
AV Integration Advice			✓
Additional Training (via Video) 2 Hours per annum			✓
Bi-annual status meetings			✓
Project management program			✓
Cloud based Managed services			✓

* Subject to RMA being authorised and system available from Distributor

** Optional Additional cost (subject to vendor)

*** Limited to 2 site visits per annum – maximum 1 hour each site visit.

**** Subject to conditions and availability

***** Subject to open network and allowing the remote connection to system.

If you require more information on any of our eCare support services please call: 1800 111 387 or email: support@evideo.com.au