

eVideo eCare maintenance ensures a high level of personal service and support for customers. As an eVideo Care 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 Videoconferencing solutions provider** eVideo deals directly with **each vendor** 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 VIP)
- ✓ 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 the Manufacturer 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	<u>eCare (Silver)</u>	<u>eCare+(Gold)</u>	<u>eCare VIP (Platinum)</u>
1800 Toll free Video Help Desk (8.30am - 5.00pm) answered in Australia	✓	✓	✓
Hardware Replacement Australia-Wide*	✓	✓	✓
24 Hour dial in Video Testing facilities	✓	✓	✓
Software Upgrades-Enhancements	✓	✓	✓
Access to our local qualified technicians-Level 1	✓	✓	✓
Hardware Replacement Australia-Wide*		✓	✓
On site visit by a qualified technician if required **		✓	✓
eCare Consultancy (Hardware-Technology)		✓	✓
AV Integration Advice		✓	✓
Staff training sessions -2 x 30 min sessions per annum ***		✓	✓
Bi-annual status meetings			✓
24/7 Worldwide Support-Help desk ****			✓
Project management			✓
Annual site audit			✓
Consultancy, Design & Training			✓
Emergency Room Reservation (2 rooms per annum-max 1 hour each)			✓

* Subject to RMA being authorised and system available from Distributor

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

*** Training to be conducted via video link. If customer has internal network eVideo to attend closest office of the customer to conduct training via video link

**** Subject to Manufacturer

If you require more information on any of our eCare support services please call: 1800 111 387

or email: support@evideo.com.au



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