

Fact Sheet

Maintenance & Support for your Softel solution: Softel Care

Maintenance, support and services when and where you need it

Softel believe support is always a key component when creating an integrated solution, that's why in addition to providing full consultation when specifying and delivering a solution we also offer in-house expert post-sale support and maintenance known as 'Softel Care'.

Softel Care is a tiered range of support & maintenance options that span from simple software updates to full 24 x 7 x 365 telephone and on-site support. As part of our sales process we can advise you on the best option to support your requirements.

Softel solutions – more than product

We view our relationship with customers as long term partnerships and we focus on making your project implementation as seamless as possible, regardless of complexity. Softel are proud to have a well regarded team of engineers dedicated to offering valuable services – both pre- and post-sale, including:

- Solution design and consultancy (including custom partnering and system integration)
- Bespoke software and hardware development
- Technical and operational training programs
- Commissioning (in-house and on-site) and installation
- Project management

Choosing Softel Care

Although every system is sold complete with a restricted Softel warranty*, we strongly recommend enhanced Softel Care is an integral part of your purchase. Softel Care helps protect your investment and gives you the inside track to Softel engineering.

Benefits

- Instant access to support, 24 x 7 x 365
- On-site attendance of Softel engineers
- Hardware swap out availability
- Access to software updates

* Software is warranted for 90 days from date of purchase, entitling the customer to free upgrades within that period, while hardware is warranted for failures within 12 months from date of purchase.

Softel Care – Tiered Post-Sales System Support

Softel Care is offered in four tiers ranging from software updates to sophisticated global pager access to engineers 24 hours a day, 365 days a year. The four tiers provide the following benefits:

Tier	Description
Tier I : Software	Keeps your system current by offering access to the latest software updates.
Tier II : Telephone Technical Support (incorporates Tier I)	Provides access to office hours (9am to 5pm GMT/BST) engineering advice and support by telephone and E-mail from our team of engineers.
Tier III : Swap (incorporates Tier II)	Offers the security of a spare swap out system if required as part of issue resolution on the primary unit. In some instances we may recommend the purchase of additional systems to allow spare equipment to be on hand at site, your account manager will advise you further on this.
Tier IV : Extended/Elite Engineering Access	For mission critical operations, Tier IV provides global access to our senior engineers. This team can be on call 24 hours a day, 365 days of the year. Where appropriate, within 20 minutes of instruction to go, we commit to an engineer being en-route to site anywhere in the world. Tier IV can be further enhanced with: <ul style="list-style-type: none"> • Tier IV Extended⁷⁻¹¹ – Support access between 7am and 11pm (GMT/BST) Monday through Friday, business days only • Tier IV Extended²⁴ - 24 hours a day access, any day except UK public holidays (also excludes the day immediately before and after a public holiday) • Tier IV Complete - Extends access to 24 hours a day, 365 days a year Please note that hardware swap is a cost option for Tier IV.

Your Softel account manager will be well placed to recommend the right Softel Care package for your particular needs.

