

SmartcareTM

Professional Support Services

Knowledgeable support when you need it.

Tailored to your organisational requirements, whether that is loan equipment, advanced replacement hardware or fully managed services with an outsourced help-desk.

Unlike other suppliers who often rely on the support of manufacturers or a 3rd party, Smartpresence is proud to support its own customers directly, with a variety of support packages tailored to suit the needs of each customer.

At the centre of our support team are experienced certified engineers.

The person that answers your call is the person that can assist you so you are up and running as soon as possible; not log a job for escalation whilst you have to wait. Our aim is to help you there and then so you can proceed with your purpose.

Access is also provided to our unified service management system from here you can view your assets or log and track your service requests either online or via your iOS & Android device.

SmartcareTM Silver

Available only at the time of initial purchase, SmartcareTM silver provides a basic level of hardware and software cover for a period of one year.

SmartcareTM Gold

SmartcareTM Gold provides piece of mind with discounted labour costs for on-site call outs. Includes access to the Smartpresence spares bank should you have hardware that you need on loan to restore service.

SmartcareTM Elite

For priority service and fixed costs support, SmartcareTM Elite provides access to your own dedicated trusted advisor who will be responsible for escalations as you require, your trusted advisor will assist with equipment updates and network planning. With SmartcareTM Elite all on-site labour charges are included. Access to the Smartpresence spares bank is also provided.

	Silver	Gold	Elite	Managed Service
Help desk				
0800 Phone Support	✓	✓	✓	✓
Unified service portal with live tracking	✓	✓	✓	✓
Priority Help desk Escalation	-	-	✓	✓
Video Assist	-	✓	✓	✓
Response Time	Within 8 Hours	Within 4 Hours	Within 1 Hour	Within 1 Hour
On-site Response Time*	-	-	Within 8 Hours	Within 8 Hours
Call Launching	0830-1700	0830-1700	0830-1700	0830-1700
Monitoring				
Proactive Monitoring	-	-	-	✓
Automated Notifications	-	-	-	✓
Remote Diagnosis	-	-	✓	✓
Dedicated Trusted Advisor	-	-	✓	✓
Incident Management				
Priority Escalation	-	-	✓	✓
On-site Support	Chargeable	Chargeable	Included	Included
On-site Labour Cost	Full rate	Discounted	Discounted	Discounted
Loan Equipment	-	✓	✓	✓
Parts Repair / Replacement	✓	✓	✓	✓
Return to Service	Within 5 business days	Within 5 business days	Within 2 business days	Within 2 business days
Equipment Management				
Change Control	-	-	-	✓
Software Entitlements	✓	✓	✓	✓
Managed Software Updates	-	-	✓	✓
Configuration backup	-	-	-	✓
Network Reviews	-	-	-	✓
Available Term	1 Year	1/3 Years	1/3 Years	1/3 Years

*Main centres only
Managed services require an applicable hardware support contract.