

# MANAGED SERVICE

## WHITE PAPER

THE EEMITS MANAGED SERVICE IS DESIGNED TO GIVE BUSINESSES THE RIGHT TWO-WAY COMMUNICATION SOLUTION FOR THEM, WHILST BENEFITTING FROM SPREADING THE COST AND RECEIVING EXPERT AFTERSALES AND ENGINEERING SUPPORT.



# DESIGNED AROUND YOU

We work with you to design a Managed Service via our award-winning TRBOCALL modular platform which lets you combine the right hardware, accessories, software, features, infrastructure, and service wrap.

TRBOCALL gives you the flexibility to choose the elements that suit your individual needs, so you pick exactly what you require, whether it's just hardware or a combination of all modules and we do the rest.

## Why choose a Managed Service?

Committing to using two-way communication should be seen as a long-term commitment, not a short-term fix. With this in mind, complex systems can be costly if investing as a one-off cost. Not only that, it's riskier to purchase radio devices and equipment as the technology and usability will depreciate over time.

## What makes us stand out

- We have an award-winning modular platform
- TRBOCALL is cloud-based so you get access to the right technology at an affordable price - without the need for us to make regular site visits
- We cater for your budget, so you don't have to pick from a package where one-size-fits-all
- We offer expert engineering support, which includes an annual maintenance check as standard
- We also provide business hours aftersales support, giving you the right technical advice whenever you need it.



## A Business With a

We've been supporting customers with our Managed Service for over three decades. We have the right solutions and the right people to give you a service that delivers on price and execution throughout the length of your contract. Scroll down to the next page to discover the key benefits of our Managed Service.

# Key Benefits of Managed Service

## Spread the cost of payments

You make one monthly recurring payment that's spread across your 36 or 60-month period. All your hardware, software, features, accessories, infrastructure, and service wrap is factored into the cost.

## Access to the latest technology

Hiring your radios means we can futureproof your fleet by always making sure you have the latest models and technology available during your contract and beyond if you renew your partnership with us.

## Expert maintenance support

We offer preventive, reactive, and remote maintenance support - aligned to pre-agreed SLAs. This includes an annual site visit as standard, business-hours technical advice, 24-7-365 on-call support (optional extra), and remote monitoring and programming services.

## Accidental repair cover

You benefit from extended warranty, or extended warranty with accidental damage cover, that will last for up to five years.

You can choose to have just standard cover (a two-year warranty that covers manufacturer defects) and this will be reflected in a reduced monthly cost.

## Budget with confidence

We guarantee that you will not experience any price changes during the entirety of your 36 or 60-month contract period.

# Service Comparison

As an ultra-smart communication solutions provider, we know that one size doesn't fit all. Everyone has different requirements and different budgets, that's why we offer a Managed Service that is tailored around you. Below you will find a handy comparison between this and making a direct purchase.

## MANAGED SERVICE

- Enhanced warranty or enhanced warranty plus (both cover defects, wear and tear, but warranty plus includes accidental damage and has a next-day turnaround rather than a three-day turnaround).
- Software upgrades (five years)
- Preventive maintenance
- Reactive maintenance
- telephone support (five years)
- Remote system health-check monitoring
- Remote handset programming
- OFCOM licence management
- Inclusive delivery

## DIRECT PURCHASE

- Manufacturer standard warranty (two years - covers defects and has a 20-day turnaround)
- Software upgrades (two years)
- Telephone support (two years)



# WANT TO SPEAK TO US ABOUT THE EEMITS MANAGED SERVICE?

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