

SMART Services for Business

OUR COMPREHENSIVE SERVICE PLANS ALLOW YOU TO:

- Protect your collaboration investment and maximize uptime
- Receive expert support from SMART – with the experience, knowledge and resources to ensure fast effective operations
- Access global reach and scalability for consistent support services and service-level agreements (SLAs), including onsite repair and SMART coordinated installation
- Leverage flexible service options to meet your unique support needs

OFFERING	SMART LIMITED EQUIPMENT WARRANTY	BASIC / BASIC PLUS	ELITE / ELITE PLUS
PRODUCT INFORMATION			
Knowledge base access	✓	✓	✓
RMA			
Advanced hardware replacement	Return for repair only	✓	✓
RMA order processing	Best effort	24 hr	24 hr
Advanced hardware shipping guarantee*	N/A – Return for repair only	10-day max	5-day max
SUPPORT			
24/7 case management via web	N/A	✓	✓
Phone/Web support initiation	✓	✓	✓
Remote expert access (Level 2-4)	✓	✓	✓
Support hours	7-4 MST	9-5 (local time)	24/5
Weekend/Holiday support	X	X	X
Qualified response time	Best effort	2 hr	1 hr
Incident prioritization	Standard	3	2
SOFTWARE			
SMART Meeting Pro®	N/A	✓ Updates included	✓ Updates included
SMART TeamWorks™	N/A	Available by subscription	Available by subscription
SMART Remote Management	N/A	Available by subscription	Available by subscription
PLUS ONSITE SUPPORT			
Onsite break-fix coverage by SMART authorized technicians**	X	PLUS only	PLUS only
SMART GLOBAL INSTALLATION SERVICES, MANAGED AND COORDINATED DIRECTLY BY SMART			

*Door-to-door, or port of entry. See SMART Services Terms & Conditions for regional service level objectives outside of NA and EU.

**Terms and conditions apply. See SMART Services Terms & Conditions for details.

All Support Service plans are available in 1- and 3-year terms. For detailed Terms & Conditions visit smarttech.com/services.



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