



ONCOMMAND

SERVICE SUPPORT
MAINTENANCE AGREEMENT OPTIONS

- ✓ Maximize your ROI
- ✓ Manage your Budgets
- ✓ Receive Dedicated Support
- ✓ Train your Team
- ✓ Utilize Technology to Reach your Goals

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Introduction of Services

OnCommand

CTCI's **OnCommand** is a comprehensive support program which offers multi-year Maintenance Agreements and Service Plans. OnCommand is designed specifically to maximize and support each technology system by mitigating the risk of downtime and providing our customers with known upfront costs for peace of mind and the ability to focus on overall business goals.

OnCommand (Enhancement Options)

OnTIME (Enhanced Response Time): Meet the emergency requirements and needs of your organization with enhanced response time.

OnVIEW (Remote Device Monitoring): Ensure your technology devices are operational with 24/7 monitoring services.

OnSITE (Staff Augmentation): Schedule on-site, remote & technical support for any events that you may be hosting.

OnSWAP (Full Equipment Replacement): Avoid system failures and maintain continuous operations with fully functional equipment.

On24 (Coverage 24/7): Expect help desk assistance and on-premise coverage round-the-clock.

ONCOMMAND



RECERTIFICATION & TESTING

Semi-Annual Recertification and Testing Process for Your Systems to Ensure Compliance and Performance.



COMPREHENSIVE CHECKLIST REPORTS

Obtain a Comprehensive Checklist that Reports the Status of the Equipment with Each Recertification & Testing Visit.



SYSTEM TRAINING & REORIENTATION

Gain Access to System Training & Reorientation for your Current & New Employees.



SEMI-ANNUAL BUSINESS REVIEW

Hear from CTCI's Dedicated Support Team with Semi-Annual Business Review Check-Ins.



EQUIPMENT COVERAGE

Manage the Process of Advanced Replacement, Loaner Equipment & Repairs.



PRIORITY IN SUPPORT REQUEST QUEUE

Be Given Priority Placement in CTCI's Support Queue with a Guaranteed Response Time.



SOFTWARE & FIRMWARE UPGRADES

Ensure your Systems are up to date with the Latest Features and Security Patches.



DEDICATED SUPPORT COVERAGE

Receive Help Desk Support, 9am - 5pm (EST) with CTCI's Premium Support Approach.

What's Included



Customer Support



Remote Technical Support



On-Site Support



On-Site Support + Manufacturer

Standard
Warranty

OnCommand

+

(Enhancement
Options)

Comprehensive Workmanship Warranty



Manufacturer / Factory Warranty



Priority Remote Support Coverage (during business hours)



On-Premise Support Coverage (during business hours)



Software & Firmware Upgrades



Return Material Authorization on Supported Equipment



Help Desk Support (during business hours)



Preventative Maintenance



Priority in Support Request Queue



System Training & Reorientation (on new equipment)



Semi-Annual Review with Account Manager



(OnTIME) Enhanced Response Time



(OnVIEW) Predictive Maintenance (remote device monitoring)



(OnSITE) Staff Augmentations



(OnSWAP) No Cost Replacement of Supported Equipment



(On24) 24/7 Emergency Support



ONCOMMAND Support

At the core of CTCI's success is **Service**. Our technology creates impactful experiences and our dedication to client support aims to maintain and improve on those experiences. The **OnCommand** program embodies this commitment and gives organizations a way to maximize their technology with fixed costs.

Organizations' reliance on complex technology to run a business inevitably results in system issues that can affect productivity. Reduce time lost and run your business more efficiently with the help of our dedicated CTCI professionals. A maintenance and service contract with CTCI provides **OnCommand** service from an experienced and professional team of technology experts. Routine preventative maintenance for your systems and equipment minimizes disruptions during business hours and promotes overall productivity. Beyond routine maintenance and problem solving, our team of technology specialists can help spot areas for improvement, allowing your business to run more efficiently. Our team will seamlessly integrate new technology, hardware, and software updates when your business needs it.

CTCI's subscription service allows your organization to choose the support option that works best for your budget. Our support staff will assist you in selecting the appropriate services needed to support your individual technology systems, now and in the future.

Get the Latest Technology Now & in the Future

- Simplify & streamline your technology budgets
- Have options to bring in leading technologies
- Keep your technology up-to-date with new updates
- Grow and change with your business
- Expand your staff and technology resources

WAYS TO REACH OUR SUPPORT TEAM



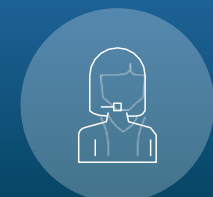
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24/7 EMERGENCY SUPPORT

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