

SAM Care Services — Complete Care



Data Sheet

SAM's Complete Care is designed for products/systems that are considered highly complex and/or critical, and where customers require the highest prioritization and the most comprehensive set of support services.



Complete Care includes the following services:

Business Hours Support

Customers have access to SAM's Technical Help Desk during normal business hours to request hardware repairs, request help for operability and configuration issues, and make technical inquiries.

Remote Support

SAM's experienced support engineers provide remote assistance and resolution by phone and email, including remote diagnostics where possible.

Software Maintenance Releases

Maintenance releases ensure that your SAM product is kept up to date with the latest available software for your version of product.

24x7 Emergency Support

Customers have access to SAM's Technical Help Desk 24 hours a day, 7 days a week for any critical issues.

Software Updates *

Customers have access to the latest 'in-version' software. Software updates include a roll up of any maintenance releases as well as new features.

Advance Replacement Parts **

Should a hardware failure occur, SAM will dispatch a replacement part no later than the next business day. This service also includes a pre-paid shipping label for returning the faulty part.

Reporting

Customers have access to statistical reports related to support, including ticket status and resolution via SAM's dedicated ticketing system.

Software Upgrade Releases

Access to the latest software features and functionality.

On-Site Support

Provides up to 6 on-site visits per year to help resolve any critical issues.

Web Access

Customers have access to SAM's ticketing system offering the ability to create, update and track incident tickets.

Service Reviews

Customers receive quarterly service reviews to discuss the latest software versions, target KPI achievement and the progress on any ongoing technical queries

3rd Party Management

SAM provides procurement and management of back-to-back third party support agreements for SAM supplied products.

Options

Customers may add SAM's On-Site Spares Management Service, Consulting Services and/or Dedicated On-Site Engineers to their agreement for an additional fee.

* Software Upgrades including new functionality are also included in Quantel Rio and Kahuna products.

** Not applicable to Software only supplied products.

Complete Care

Service Activity	SAM CARE		
	Base	Essential	Complete
KPI Handling Priority	Standard	High	Highest
8x5 Technical Phone Support	•	•	•
Repair Service	•	N/A	N/A
Maintenance SW Releases	•	•	•
24x7 Emergency Support	•	•	•
Remote Support	•	•	•
Web Access	•	•	•
Reporting	•	•	•
Minor Software Releases		•	•
Advance Replacement Parts *		•**	•**
Major Software Releases		^	•
On-Site Support			• ^^
3rd Party Management			•
Quarterly Service Reviews			•
			* Not applicable to IQ Modular ** Not applicable to software only products ^ Included with Quantel Rio and Kahuna ^^ Limited to 6 visits per year
	Optional Add-On's		
On-Site Critical Spares		•	•
Consultancy	•	•	•
Dedicated On-Site Engineer	•	•	•