



## SIGNET Client Services

For five decades, clients have relied on SIGNET's personalized and responsive service approaches. As an ISO9001 certified company, SIGNET maintains focus on continuous improvement and a commitment to our client's success. We are driven to maintain the highest levels of uptime and availability of your mission critical technology systems through support from our dedicated client services team, manufacturer certified and licensed service technicians, and SIGNET Remote Smart engineers.

Combined with a SIGNET Advantage service plan, SIGNET Client Services is devoted to providing you ultimate peace of mind, support when you need it most and a frictionless client experience.

### Delivering specialized service expertise for:

#### Audio Visual & Communication Systems

System types:

- Video conferencing
- Huddle Rooms & Conference Rooms
- High-end sound systems
- Custom control systems
- Digital signage/video walls
- Intercom
- Public address
- Mass notification
- Sound reinforcement/masking
- Business communications /telephone systems

#### Healthcare Communications Systems

System types:

- Nurse call
- Real Time Location System (RTLS)
- Wireless mobile communications
- Staff duress
- Patient engagement systems

#### Mission Critical Systems

System types:

- Access control
- CCTV surveillance
- Intrusion detection
- Duress
- Perimeter detection
- Programmable Logic Controller (PLC) locking control systems
- Point to point microwave and wireless systems
- PTC and critical network infrastructure systems

# SIGNET Advantage

SIGNET Advantage is a set of comprehensive service plans, specially designed to complement and support your environment. Our tailored and tiered packages offer a variety of services, allowing you to choose the level of service that best suits your needs and budgets; All of which include Discounted Labor Rates and Priority Response Times which give you the option to prioritize service response based upon the impact to your environment. Regardless of size, complexity, or system, SIGNET Advantage provides fitted and guaranteed service so you can focus your attention on day-to-day operations rather than on the systems supporting them.

	Basic	Standard	Select
<b>Service Labor</b>	Billable	Included M-F, 8x5	Included 24/7, 365
<b>Discounted Labor Rates</b> (billable work)	✓	✓	✓
<b>Priority Response Times</b>	✓	✓	✓
<b>Test &amp; Inspection / Preventative Maintenance</b>	Annually	Annually	Semi-Annually
<b>Software Upgrade</b> <small>*Requires active SMA</small>	Annually	Annually	Annually
<b>SIGNET University</b>	✗	5 Seats	10 Seats
<b>Service Activity Reporting</b>	✗	Semi-Annually	Quarterly
<b>Strategic Account Review</b>	✗	Annually	Quarterly
<b>Parts Discount</b>	✗	10% off msrp	15% off msrp
<b>Client Success Manager</b>	✗	✗	✓
<b>Custom Client Portal</b>	✗	✗	✓

## Additional Services & Offerings

(most require a SIGNET Advantage plan)

- Additional Test & Inspection / Preventative Maintenance Visit
- Software Maintenance Agreement
- Central Station Monitoring
- SIGNET Savings Account
- On-Site Employee
- Client Success Manager
- Extended Equipment Warranties
- \*Workflow Validation
- \*Clinical Informatic Specialist support



- Remote Response Services Bundle
- Proactive Monitoring Services Bundle

\*Healthcare specific

# Priority Response Times

SIGNET's 'Priority Response Times' ensures that SIGNET provides clients and partners with the means to give an issue the necessary attention. When requesting a service ticket, it is important that the appropriate priority is assigned to reflect the current service impact. Based on the assessment of urgency and impact, the chart below can be used to assign the appropriate priority level:

<p><b>Priority 1:</b></p> <p>Total system outage, resulting in significant interruption to business and no work around is available.</p>	<p><b>Priority 2:</b></p> <p>System performance or business operations are severely degraded. System is still operational but with noticeable impairment. Business operations can continue and impact to security/personnel is with limited risk.</p>	<p><b>Priority 3:</b></p> <p>Minimal overall impact to business, system operation or very low security risk. Includes critical end point failures.</p>	<p><b>Priority 4:</b></p> <p>General support calls, trouble tickets, non-critical end point failure, or moves add changes requests.</p>
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# Service Request Process

## Standard Business Hours:

8am-5pm, Monday-Friday  
 servicegrp@signetgroup.net  
 or 800.444.9614 option 1



## Non-Standard Business Hours:

After 5pm, Monday-Friday  
 Weekends and Holidays  
 800.444.9614 option 7

