

NETPro**STORE**

Retail Service & Maintenance Support

The Features You Want, The Support You Require

Highlights

- Leading national provider of voice, data and video infrastructure installation, service and support
- Multi-vendor technology support services
- Full range of integrated service/support options
- Single point of contact
- Geographic coverage across the U.S. with more than 2,500 NET Certified Technicians and Field Engineers
- Rapid onsite response times from 4 hours to next day
- World-class National Customer Support Center (NCSC) accessible 24x7, 365 days a year
- Cost-effective, scalable package options available

Contact Us

To learn more about NETPro Store retail service and maintenance plans, contact a NET Sales Representative at 608.827.6700 or visit www.nettechnology.com.



NETProSM Store Service & Maintenance Packages

In the retail environment your critical technology systems are exactly that – critical. From digital signage to point of sale (POS) equipment and everything in between, Network Engineering Technologies' (NET) pre-bundled service and maintenance packages ensure your in-store technology systems remain up and running 24x7, 365 days a year.

NET offers a range of comprehensive, response-time service level agreements that fit your specific technology support needs, business goals and objectives. Small, mid- and large retail stores turn to NET time and time again as their one-source technology services partner to remediate issues in a consistent, timely and professional manner.

BENEFITS

- Allows retailers to move away from a break/fix, time and materials model to a more cost-effective, consistent and reliable service and maintenance solution
- Pre-packaged plans fill in gaps in existing service and maintenance contracts
- Consistent service levels across all your retail locations
- Fixed pricing allows for greater predictability of service support
- Improved customer satisfaction with system uptime
- Reduce IT operating costs while allowing you to focus on your core business
- Greater visibility into service issues through resolution with real-time web-based access
- Optimize in-store technology investments while increasing operational efficiency by reducing equipment downtime
- One-source provider with a single point of contact – no need to manage multiple vendors with multiple service contracts

PACKAGE LEVELS

NETPro Basic

Our NETPro Basic package provides retailers with a smaller demographic footprint or those with limited in-store technology with a reliable and cost-effective support plan for their regional or national locations.

NETPro Standard

NETPro Standard provides small to mid-sized regional and national retail sites with all the benefits of the Basic plan in addition to 12x5 remote services through our National Customer Support Center (NCSC) as well as 6-hour onsite response times.

NETPro Complete

The NETPro Complete plan is an all-inclusive maintenance and support package for large retail customers or those with a significant amount of critical in-store technology systems. The Complete package is ideal for customers that demand their critical technology systems to be up and running at all times. The plan provides all the services and support of the NETPro Standard package in addition to an annual preventive maintenance visit, unlimited phone support and 4-hour onsite response times.

NETPro

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NETPRO STORE COMPARISON MATRIX

NETPro Store	Basic	Standard	Complete
NCSC Access	9x5	12x5	24x7
Remote Support	9x5	12x5	24x7
Onsite Support	Next Day	6-hour	4-hour
Web-Based Access	x	x	x
Customized Reporting	x	x	x
Site Survey*	x	x	x
Dedicated Customer Support Team			x
Preventive Maintenance	Optional	Optional	x
Asset Management	Optional	Optional	Optional
Next-Day Advanced Replacement	Optional	Optional	Optional
Multi-Year Coverage	Optional	Optional	Optional

Optional/Additional Features*

- After-hours remote support
- After-hours onsite emergency support

* After-hours features only apply to Basic and Standard packages

*A one-time upfront cost is assessed for site survey services

Features

NCSC Access / Remote Support

NET offers 24x7, 365 unlimited access to NET's world-class National Customer Support Center (NCSC), depending on your service plan, staffed by professional and experienced customer and technical support personnel.

Onsite Support

NET offers onsite service escalation for issues that can't be resolved remotely. From next-day onsite support to 4-hour response time packages available.

Web-Based Access

All packages include 24x7, real- or near-real-time access to NET's secure, web-based customer service portal, VantageSM. Open tickets, receive alerts, track incidents to resolution as well as store site surveys, digital pictures and other documentation.

Reporting

Customized reporting options allow you to track NET's performance against stated and agreed-upon service levels and parameters. Automatic and user-generated reporting options are available.

Site Survey

For all package options, NET performs a comprehensive site survey prior to any work being completed. The site survey includes an evaluation of all existing voice and data systems.

Dedicated Customer Support Team

NET offers a dedicated customer support team assigned to your account that manages all support activities and is your single point of contact in trouble ticket creation, remote diagnostic support and escalation management.

Preventive Maintenance

For NET's Complete package, one (1) annual preventive maintenance visit by a NET Certified Technician or Field Engineer is included. Preventive Maintenance on a quarterly, semi-annual or yearly basis is available as an option for all Basic and Standard plans.

Asset Management

NET will track the serial number of all current and new/replacement systems, units and parts. Asset inventory status is viewable through NET's Vantage system 24x7.

Next-Day Advanced Parts Replacement

NET offers expedited parts replacement to assist in speeding repairs and maximizing system uptime.

Multi-Year Coverage

NET offers multi-year discounted coverage options for all packages. Packages are available for up to 3 years.



Corporate Headquarters
3140 Deming Way, Middleton, WI 53562
P: 608.827.6700 | F: 608.827.6705
www.nettechnology.com