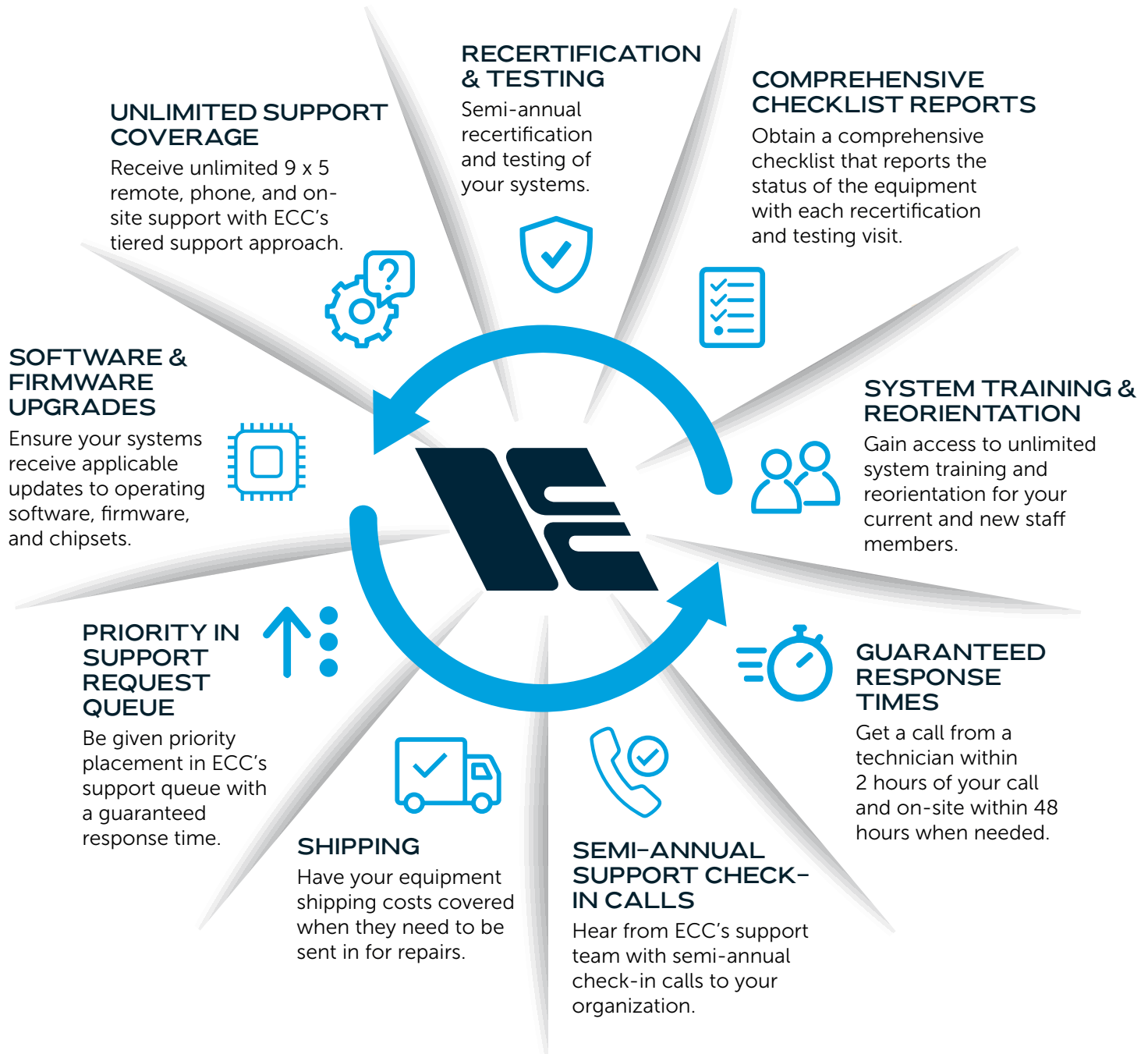# COMPLETE CARE SUPPORT

- ✓ Maximize your technology
- ✓ Manage your budgets
- ✓ Receive unlimited support
- ✓ Continuously train your team
- ✓ Utilize technology to reach your goals

COMPLETE CARE SUPPORT

Complete Care is a comprehensive support program designed specifically to maximize and support each technology system, allowing you to focus on your overall business goals.

UNLIMITED SUPPORT COVERAGE

Receive unlimited 9 x 5 remote, phone, and on-site support with ECC's tiered support approach.

RECERTIFICATION & TESTING

Semi-annual recertification and testing of your systems.

COMPREHENSIVE CHECKLIST REPORTS

Obtain a comprehensive checklist that reports the status of the equipment with each recertification and testing visit.

SOFTWARE & FIRMWARE UPGRADES

Ensure your systems receive applicable updates to operating software, firmware, and chipsets.

SYSTEM TRAINING & REORIENTATION

Gain access to unlimited system training and reorientation for your current and new staff members.

PRIORITY IN SUPPORT REQUEST QUEUE

Be given priority placement in ECC's support queue with a guaranteed response time.

SHIPPING

Have your equipment shipping costs covered when they need to be sent in for repairs.

SEMI-ANNUAL SUPPORT CHECK-IN CALLS

Hear from ECC's support team with semi-annual check-in calls to your organization.

GUARANTEED RESPONSE TIMES

Get a call from a technician within 2 hours of your call and on-site within 48 hours when needed.

COMPLETE CARE + OPTIONS

LICENSING SUBSCRIPTION PLANS: Keep your technology up to date with new releases, security equipment, and additional levels of technical assistance.

REMOTE DEVICE MONITORING: Ensure your technology devices are operational with 24/7 monitoring services.

SPARE EQUIPMENT MANAGEMENT: Make sure spare equipment is available for those technologies that are critical to your system and business.

24/7 SUPPORT: Receive guaranteed response time and technical support for your organization 24/7/365.

EVENT SUPPORT: Schedule onsite remote and technical support for any events that you may be hosting.

Fire Alarm Testing and Inspection Services have their own special offerings. Call 844-445-8600 for details.

HOW IT WORKS

TIERED APPROACH TO SUPPORT

1 Customer Support

2 Remote Technical Support

3 Onsite Support

4 Onsite Support Plus Manufacturer

WHAT'S INCLUDED

	STANDARD WARRANTY	COMPLETE CARE	+ OPTIONS
ECC's One-Year Workmanship	✓	✓	
Manufacturer Warranty	✓	✓	
Unlimited Support Coverage (during ECC business hours)		✓	
Semi-Annual Recertification & Testing		✓	
Comprehensive Checklist Reports		✓	
Unlimited System Training & Reorientation		✓	
Guaranteed Call and Onsite Response Times		✓	
Software and Firmware Upgrades (as required)		✓	
Priority in Support Request Queue		✓	
Semi-Annual Check-in Call		✓	
Shipping		✓	
Licensing Subscription Plan			✓
Remote Device Monitoring			✓
24/7 Support			✓
Event Support			✓
Spare Equipment Management			✓

COMPLETE CARE SUPPORT

MANAGE TECHNOLOGY TO WORK FOR YOUR ORGANIZATION

- **Maximize the life cycle** of your technology systems
- **Keep systems current** with the latest updates, software maintenance, and licensing changes
- **Ensure support coverage** that meets the individual needs of your organization
- **Manage your budgets** for technology systems and service now and in the future
- Train and reorient your staff to **efficiently utilize your systems**
- Create a **technology road map** for your organization
- Monitoring available to **support your systems 24 hours a day**
- Certify and test your systems to **achieve optimal performance**
- **Maximize your staff's time** and tasks

GET THE LATEST TECHNOLOGY NOW AND IN THE FUTURE

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

COMPLETE COVERAGE

ECC's Complete Coverage program is technology managed for you. It eliminates technology's unpredictable budget stressors and allows you to get the technology you need, with our Complete Care Support included, all in an easy monthly payment. Make technology easy for your organization, and let us manage it for you with Complete Coverage. Learn more at: eccoinc.com/complete-coverage

ABOUT ECC

ECC has built a foundation on bringing dynamic solutions to organizations throughout the Midwest. We connect businesses to better experiences using Audio/Visual/Lighting, Communication, Electronic Security, Fire Safety, and Healthcare Technology Solutions.

Technology is our passion and our goal is to use its innovations to empower organizations for years to come. We're integrators — Empowering through technology.

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