



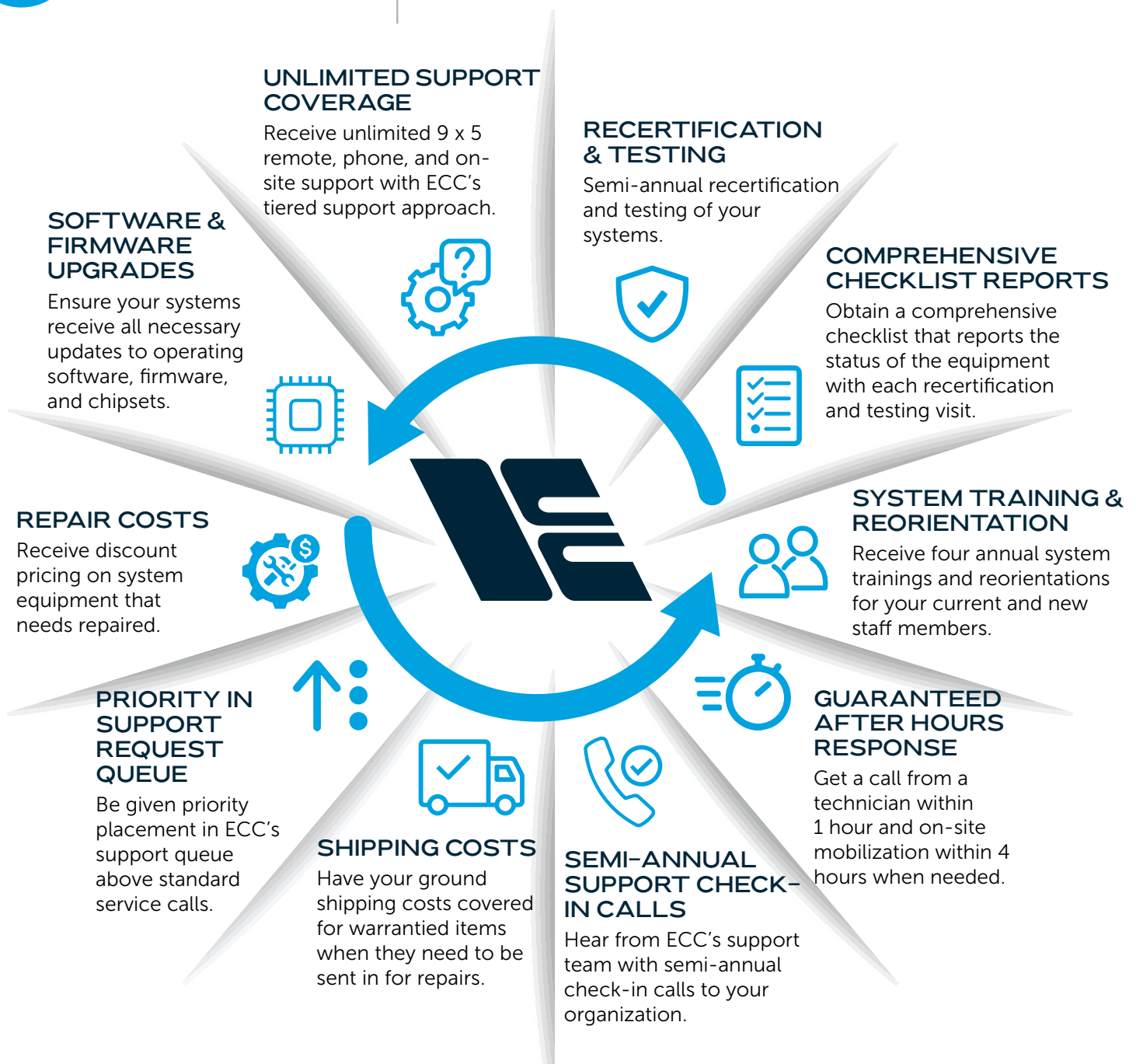
## COMPLETE CARE SUPPORT

- ✓ Maximize your technology
- ✓ Manage your budgets
- ✓ Receive unlimited support
- ✓ Routinely 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.



## COMPLETE CARE +

**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 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.

**COVERED SHIPPING:** Receive inclusive ground shipping on all system equipment needing sent in for repairs.

**PREMIUM PARTS DISCOUNT:** Receive a premium discount on all system equipment needing repairs.



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



# HOW IT WORKS

## TIERED APPROACH TO SUPPORT



Customer  
Support



Remote Technical  
Support



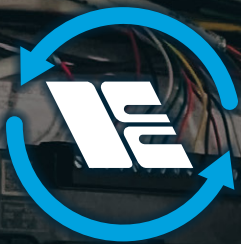
Onsite  
Support



Onsite Support  
Plus Manufacturer

# WHAT'S INCLUDED

	STANDARD WARRANTY	COMPLETE CARE	COMPLETE CARE +
ECC's One-Year Workmanship	✓	✓	✓
Manufacturer Warranty	✓	✓	✓
Unlimited Support Coverage (During ECC Business Hours)		✓	✓
Semi-Annual Recertification & Testing		✓	✓
Comprehensive Checklist Reports		✓	✓
Four Annual System Trainings & Reorientations		✓	✓
Guaranteed Call and Onsite After Hours Response Times		✓	✓
Semi-Annual Support Check-in Call		✓	✓
Shipping (Ground, Warranty Repairs)		✓	✓
Priority in Support Request Queue		✓	✓
Parts Discount (Repair Items)		✓	✓
Software and Firmware Upgrades (As Required)		✓	✓
Licensing Subscription Plan			✓+
Remote Device Monitoring			✓+
Spare Equipment Management			✓+
24/7 Support			✓+
Event Support			✓+
Shipping (Ground, All System Repairs)			✓+
Premium Parts Discount (Repair Items)			✓+



## COMPLETE CARE SUPPORT

### 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

### WITH 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](http://eccoinc.com/complete-coverage)



COMPLETE  
COVERAGE

## MAXIMIZE YOUR ORGANIZATION'S TECHNOLOGY

- **Extend 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

### 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, 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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