



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 onsite support with ECC's tiered support approach.

# SOFTWARE & FIRMWARE UPGRADES

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

# 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.



#### REPAIR COSTS

Receive discount pricing on system equipment that needs repaired.



## SYSTEM TRAINING & REORIENTATION

Receive four annual system trainings and reorientations for your current and new staff members



Be given priority placement in ECC's support queue above standard service calls.



#### SHIPPING COSTS

Have your ground shipping costs covered for warrantied items 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.



Get a call from a technician within 1 hour and on-site mobilization within 4 hours when needed.

### 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







Remote Technica Support



Onsite Support



Onsite Support Plus Manufacturer

# WHAT'S INCLUDED

	STANDARD WARRANTY	COMPLETE CARE	COMPLETE CARE +
ECC's One-Year Workmanship	$igoreal{arphi}$	$igoremsize{igoreminie{igoreminie{igoremii}}}}}}}}}}}}}}}}}}}}}}}}$	$oldsymbol{arphi}$
Manufacturer Warranty	igoredown	$igoremsize{igoremsize{\circ}}$	$igoremsize{igoremsize{\circ}}$
Unlimited Support Coverage (During ECC Business Hours)		<b>⊗</b>	<b>⊗</b>
Semi-Annual Recertification & Testing		$igoremsize{igoremsize{\circ}}$	$oldsymbol{arnothing}$
Comprehensive Checklist Reports		$igoremsize{igoremsize{\circ}}$	$igoremsize{igoremsize{\circ}}$
Four Annual System Trainings & Reorientations		<b>⊗</b>	<b>⊗</b>
Guaranteed Call and Onsite After Hours Response Times		<b>⊗</b>	<b>⊗</b>
Semi-Annual Support Check-in Call		$igoremsize{igoremsize{\circ}}$	$igoremsize{igoremsize{\circ}}$
Shipping (Ground, Warranty Repairs)		$igoremsize{igoreminie{igoremsize{igoremii}}}}}}}}}}}}}}}}}}}}}}}}$	$igoremsize{igoreminie{igoreminie{igoremii}}}}}}}}}}}}}}}}}}}}}}}}$
Priority in Support Request Queue		$igoremsize{igoreminie{igoremii}}}}}}}}}}}}}}}}}}}}}}}}}$	$igoremsize{igoreminie{igoreminie{igoremii}}}}}}}}}}}}}}}}}}}}}}}}$
Parts Discount (Repair Items)		$igoremsize{igoremsize{\circ}}$	$igoremsize{igoreminie{igoreminie{igoremii}}}}}}}}}}}}}}}}}}}}}}}}$
Software and Firmware Upgrades (As Required)		<b>⊗</b>	<b>⊗</b>
Licensing Subscription Plan			<b>₹</b>
Remote Device Monitoring			<b>₹</b>
Spare Equipment Management			<b>₩</b>
24/7 Support			<b>4</b>
Event Support			<b>₩</b>
Shipping (Ground, All System Repairs)			<b>₹</b>
Premium Parts Discount (Repair Items)			<b>₹</b>



### **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



### **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.

support@eccoinc.com | 844-445-8600 | eccoinc.com/complete-care









