

# ServiceFirst



MISSION CRITICAL CUSTOMER SUPPORT


## SOFTWARE MAINTENANCE AND SUPPORT PROGRAM



MISSION CRITICAL CUSTOMER SUPPORT

InterTalk's™ ServiceFirst Support & Software Maintenance Program ("ServiceFirst") is the premier support program for the InterTalk Dispatch Console System ("InterTalk DCS"), Enlite™ Dispatch Console and accompanying InterTalk-manufactured hardware and peripherals. ServiceFirst is offered as a package of software maintenance and support services, with an option for extended hardware warranty. During the initial one (1) year warranty period, InterTalk provides ServiceFirst software and hardware maintenance under the original contract. After the initial one (1) year warranty, ServiceFirst support and software (and extended hardware warranty) maintenance must be renewed annually, or paid in advance.

InterTalk understands that mission critical, public safety applications require proven, on-demand support. Many unforeseen circumstances can lead to service disruption or hardware failure in any mission critical application. When system uptime is of paramount priority, allow our support teams' 25 years of experience speak for itself and get your system back to optimal performance.



***“To provide products and services that consistently meet or exceed the needs of our customers in a timely manner, and to maintain a high level of customer satisfaction through superior personal service and continuous improvement”  
-InterTalk***



## PILLARS OF SUPPORT SUCCESS



One of the principal benefits of a ServiceFirst subscription comes in the form of industry-leading software support. This service falls into four (4) primary pillars:

### CORRECTIVE

Diagnosing and correcting errors present in the system.

### PREVENTIVE

Improving software reliability to prevent future issues.

### ADAPTIVE

Assessing and subsequently modifying system software to keep pace with changes in 3rd party integrations, operating systems, and hardware platforms.

### PERFECTIVE

Provision of feature and functionality improvements and enhancements to the system software.





## ALWAYS SECURE



Major software releases with new capabilities and security updates are released several times a year with minor patches released from time to time to address specific issues. InterTalk™ Dispatch Console System and Enlite™ Dispatch Console that are covered by ServiceFirst are entitled to use newer versions of their existing software licenses released during the Agreement term and

installed during the same term. Both application software and any required hardware firmware updates for InterTalk products are included. Don't find yourself using outdated versions of software. Know that the InterTalk Support experts are ensuring your system remains secure and up-to-date. Let our 25 years of support experience speak for itself.



## REMOTE SUPPORT

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The InterTalk™ support lab is equipped with all the necessary equipment and supplies required to address the support needs of our systems installed across North America, and around the world. A robust Virtual Private Network (VPN) enables InterTalk to recreate your system's parameters as best as possible to help assess the reported fault.







## EXTENDED HARDWARE WARRANTY

InterTalk™ also offers the ServiceFirst Extended Hardware Warranty (ServiceFirst EHW) as an extra cost option to provide repairs or replacements on 3rd party and Intertalk manufactured hardware products and accessories. After requesting an RMA number, items are shipped at client expense to InterTalk's facility for testing and repair. Items are returned with pre-paid standard ground shipping and with at least 90 days coverage, which may extend beyond the expiration of your ServiceFirst EHW agreement. ServiceFirst EHW clients may need a critical hardware item returned expeditiously, InterTalk also offers an expedited shipping service. Expedited shipping service may be

requested on a case-by-case basis and does not affect the rate paid for Hardware option services. Urgent repairs qualify for Advanced Replacement (loaner) components and expedited shipping. Advanced Replacement starts when you place an RMA order, which may be performed via phone, when you need a part shipped immediately while your original part is being processed for repair. When possible and available, Advanced Replacement items will be shipped via overnight (next business day) delivery to minimize the impact on your organization. Clients are expected to return the failed part immediately for repair processing. The client will not pay the expedited shipping charge as long as the Advanced Replacement item is returned within 30 calendar days of receiving the repaired item.

# BENEFITS OF CHOOSING SERVICEFIRST >>>

ServiceFirst is InterTalk's™ premier support and software maintenance program. Included in your first year of InterTalk service, with an optional extended hardware warranty, lower your cost of ownership by including service and system updates right into your available budget. We have been supporting InterTalk Radio Dispatch solutions for 25 years, let our experience speak for itself.



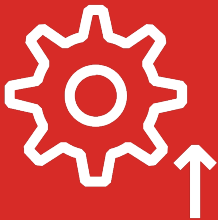
## 24/7/365 MISSION-CRITICAL SUPPORT

Don't find yourself wondering what to do next in the event of a service disruption. InterTalk's ServiceFirst support team is standing by ready to assist and get your organization operating at optimal performance. With 24/7/365 support, rest assured that InterTalk™ is here to help!



## ADVANCED VPN REMOTE SUPPORT

The InterTalk support lab is equipped with all the necessary equipment and supplies required to address the support needs of our systems installed across North America, and around the world. A robust Virtual Private Network (VPN) enables InterTalk to recreate your system's parameters as best as possible to help assess the reported fault.



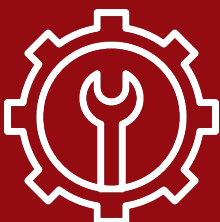
## STAY SECURE WITH THE LATEST UPDATES

Ensure your system is secure with peace of mind knowing you are operating with the latest software updates and patches. InterTalk releases several major updates throughout the year, including smaller patches from time to time to address specific issues. Each ServiceFirst subscriber is entitled to the latest new features included in updates.



## SUPPORT PORTAL ACCESS

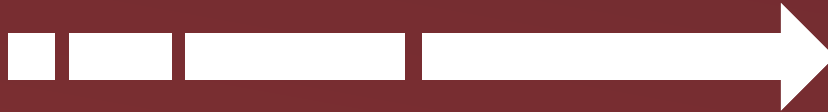
Know exactly where to go when you need us most! With the InterTalk ServiceFirst Support portal, submitting a support ticket is easy, secure, and responsive. Our support team will work quickly to address issues affecting the mission-critical function of your InterTalk Dispatch Console System (DCS), or Enlite™ Cloud-Ready On-Premises solution.



## OPTIONAL EXTENDED HARDWARE WARRANTY

With the addition of the optional Extended Hardware Warranty, InterTalk provides repair or replacement on 3rd party hardware products and accessories. With an effective RMA process, and available expedited shipping, overcoming a hardware failure is as simple as trusting the experts.

# ServiceFirst



MISSION CRITICAL CUSTOMER SUPPORT

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