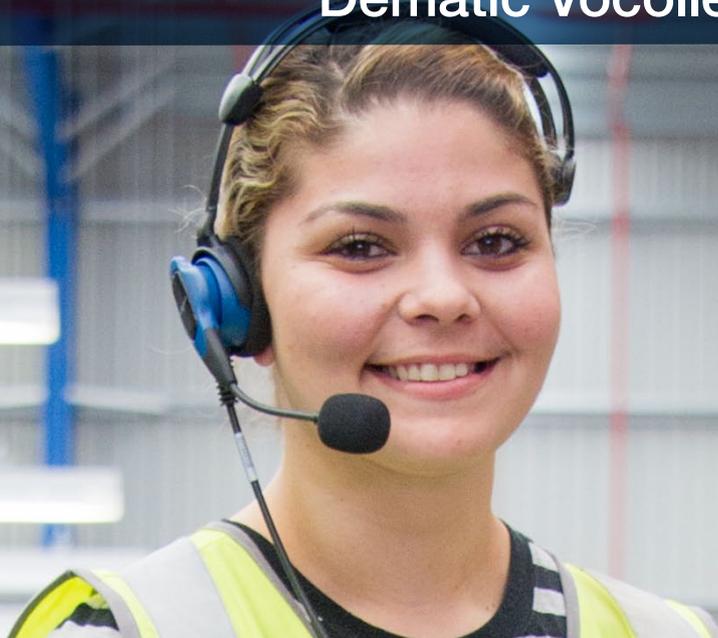


Dematic Vocollect Voice Support



VOCOLLECT VOICE SERVICES	TIER 1	TIER 2	TIER 3	TIER 4
3-YEAR TERM	✓	✓	✓	✓
24/7 SOFTWARE SUPPORT <ul style="list-style-type: none"> • LEVEL 1 - DEMATIC SOFTWARE SUPPORT • LEVEL 2 - VOCOLLECT SOFTWARE SUPPORT • PHONE SUPPORT • REMOTE VPN CONNECT SUPPORT • ON-SITE SUPPORT • FUTURE UPGRADES OF SOFTWARE • DISCOUNT ON LICENCE TRANSFER TO NEW DEVICE 	✓	✓	✓	✓
HARDWARE REPAIR SERVICES <ul style="list-style-type: none"> • 5 BUSINESS DAY TURNAROUND • COVERS TALKMAN UNITS, HEADSETS, AND CHARGERS 		✓	✓	✓
EXPRESS EXCHANGE HARDWARE REPAIR SERVICES <ul style="list-style-type: none"> • SAME / NEXT DAY TURNAROUND • COVERS TALKMAN UNITS, HEADSETS, AND CHARGERS 			✓	✓
ANNUAL UPGRADE OF VOCOLLECT SOFTWARE <ul style="list-style-type: none"> • PRE PLANNING FOR UPGRADE • DOCUMENTED METHODOLOGY • ACCEPTANCE TESTING • PERFORMED ON-SITE • SYSTEM AND OPERATIONAL HEALTH CHECK • REPORT PROVIDED 				✓

Dematic Vocollect Voice Support

Full hardware and software support for your Voice solution

Vocollect Voice Solutions from Dematic have a reputation for reliable and effective performance. Our Vocollect Support Services make sure that it stays that way.



24/7 HOTLINE SUPPORT - 365 DAYS A YEAR

- AUSTRALIA: 1800 026 529
- NEW ZEALAND: 0800 226 529

Service Description

The greater the benefits you are getting from your solution, the greater the impact a fault can have. We know that keeping your Voice solution working at maximum efficiency is important to keeping your business running and your customers happy, so Dematic's Vocollect Voice support services are designed with rapid response in mind.

All of our Vocollect Support packages include software support through our 24/7 support hotline. In the event of a problem, someone will be available to help you over the phone via a remote connection, or on-site. In addition, Vocollect's software support gives you access to the latest software updates as well as support directly from Vocollect.

Dematic's four-tiered Vocollect Voice support options range from basic support to a comprehensive, proactive service, allowing you to select the support contract that is right for your business. For users who need a no fuss solution in the event of any fault, Dematic offers a Voice hardware support package which includes 5-day turnaround repairs, or we can even provide our Express Exchange service for your Voice hardware, meaning that a fully configured, ready-to-go replacement is on hand, right away.

Tier 1 - Software Support

Vocollect Voice software support gives you two levels of support for your Voice software. In the first instance, Dematic will provide software support for reported issues, providing support via remote VPN connection or, if required to see the issue first hand, we also attend site.

For other issues the software vendor Vocollect will assist and support Dematic. Also entitles you to future releases of the Vocollect software.

Tier 2 - Software and Hardware

As well as full software support from both Dematic and Vocollect, tier two customers will also benefit from our hardware support services in the event of any fault occurring with a Talkman unit, headset or charger. Dematic can take a look at your unit via remote connection or on-site, and if a repair is required, we will arrange a 5 business day repair, with full configuration services.

Tier 3 - Express Exchange

Tier three Vocollect Voice support gives you full software, hotline, and hardware support, and also uses Dematic's Express Exchange service to give you the fastest possible turnaround in the event of a hardware fault. Dematic will hold a set of units on your behalf - fully configured to your settings - that can be exchanged for a faulty unit right away, meaning that you won't wait for the repair to be complete to get back up and running.

Tier 4 - Annual Upgrades

Our top tier Vocollect Voice support package offers all the benefits of the other three tiers with the addition of an annual software upgrade, keeping your Voice solution up-to-date and making sure you benefit from all the new software innovations, for the life of your solution.