

Managed support services



Custodial Maintenance For Proactive, Preventative Maintenance

Remedial Maintenance To Remedy Field Hardware Failures

Delivery & Installation Services By Trained Field Service Personnel

Service Coverage Options Include 365 24/7 Response

5point provides complete self-service and kiosk system services and support including custodial and remedial maintenance, 800 number help desk, remote monitoring, deployment and site installation services. 5point's managed support is available with varying service hours, response times and levels of coverage.



5point SERVICES & SUPPORT

Custodial Maintenance – Intended to provide proactive, preventative maintenance to insure kiosk systems remain operational and trouble free.

- Exterior cleaning of Unit
- Interior cleaning of Unit
- Printer servicing (replenish paper, consumables, check for wear)
- Run diagnostics on entire Unit
- Check all connections
- On-line tracking via call management system
- Additional services may be arranged by request of customer

Remedial Maintenance – Intended to remedy field hardware failures and quickly return kiosk systems to operational conditions.

- Replacement of defective hardware
- Cleaning of unit exterior
- Running diagnostics
- Test all hardware
- On-line tracking of service calls
- On-line tracking via call management system

Delivery & Installation Services

Includes on site installation by trained field service personnel. Kiosks are typically staged before shipment, prior to installation on site. Staging includes full system assembly, software load and test, hardware burn-in and connectivity verification (if appropriate). Installation time typically run 2 hours per unit on site, for most systems. On installation site services include unpacking the unit and inspection, removal of packaging materials, placing the unit in the defined location, anchoring the unit (if required), establishing power and connectivity connections and power-up / testing on site. Additionally, installation personnel will provide general system overview information such as printer paper loading; jam clearance, rebooting instructions, etc.

Service Coverage Options

- Next Business Day Coverage - Help desk coverage provided is 9-5 (business hours) with next day on site response during business hours. Repair parts, if required, are overnight shipped to the technician for remediation.
- 4 Hour Response - Help desk coverage provided is 9-5 (business hours) with 4 hour on site response during business hours, same day. Repair parts, if required, are overnight shipped to the technician for remediation.
- 24/7 Response Coverage - 24 hour help desk coverage is provided 4 hour on site response. 24/7 response requires consigned parts inventory to be located geographically convenient to the service coverage area. Out of stock repair parts, if required, are overnight shipped to the technician for remediation.
- Block of Time Service Package – Limited quantity deployments often do not justify annual maintenance costs. In order to provide custodial and remedial maintenance to these programs, a "Block of Service Time" package is available. The service time is sold in (15) hour increments and provides next business day, 9-5 coverage for either custodial or remedial maintenance. One block of time will typically support an average of (5) kiosks on an annual basis.

5point

825 Bellbrook Ave. 937.374.3193 | voice info@5point.com
Xenia, Ohio 45385 USA 866.266.3104 | fax www.5point.com