

Move from reactive to proactive to ensure service continuity.



Best practices for ensuring service continuity across organizations directs communications professionals to be in a constant state of moving the reactive to proactive.

Service Advantage from Tait Communications is a unique blend of services and tools that enables communications professionals to work proactively towards ensuring predictable delivery of service. Service Advantage extends well beyond warranty entitlements and technical support plans found in the market today, by providing real-time access to meaningful services and tools traditionally available only to the manufacturer. And more importantly, these come as standard with Service Advantage, not as optional.

SERVICE ADVANTAGE INCLUDES:

Each step taken to prevent an incident saves two steps in its response. Service Advantage equips the communications professional with the following:

- ▶ 24 x 7 Service Desk
- ▶ 24 x 7 Online Service Portal
- ▶ 24 x 7 Asset Management
- ▶ Software Maintenance
- ▶ Warranty Repair

24 X 7 SERVICE DESK WITH SERVICE LEVEL AGREEMENTS

Connect with Tait Support Engineers 24 hours a days, 7 days a week for reporting, recording and resolution of incidents. Engineers work to published Service Level Agreements (SLA) for response and service restoration – ensuring your priority becomes theirs.

Tait Support Engineers perform problem resolution activities ranging from end-user assistance to remote diagnostics, all the while updating status, notes and results viewable in your custom online service account.

24 X 7 ONLINE SERVICE PORTAL

Proactively manage service cases, download software updates, access support documentation and utilize service applications online – anytime.

Using a web browser and secure login, access your customized online service portal to create new, track active, and review past service cases – generating a comprehensive view of service performance.

Download firmware and software updates as well as calibration and service kits used to configure, diagnose and update your communications equipment – proactively managing your equipment when convenient for you.

Leverage comprehensive technical documentation including guides for installation, integration, service and use, as well as technical notes and product specifications – developing a repository of knowledge within your organization.



Warranty Repair



Service Desk



Service Portal



Software Maintenance



Asset Management

Service Advantage



24 x 7



Warranty



8 x 5

24X7 ASSET MANAGEMENT

Proactively track, manage and maintain your communications assets anytime – anywhere.

With access to a web browser, users log into a secure environment to perform tasks such as:

- ▶ Storing asset identification, location and ownership information – keeping everything in one place
- ▶ Tracking asset transfer, status change and maintenance events – building a complete history of activity
- ▶ Recording purchase, warranty and maintenance costs – providing a view of overall financial performance per asset

Asset	Serial Number	Unit ID	Category	Model	Agency	Location	Status	Assigned To
21156608	21156608	2401158	Portable	TP9100	Berkshire Police Dept.	Precinct 1	Active	Wysekopf, Alex
21156545	21156545	2401190	Portable	TP9100	Berkshire Police Dept.	Precinct 1	Active	Winston, Chyna
20080068	20080068	2140031	Mobile	TM9400	Berkshire Police Dept.	Precinct 2	Active	White, Robert
21156589	21156589	2140118	Portable	TP9100	Berkshire Police Dept.	Precinct 1	Active	Taylor, Jerimiah
21156595	21156595	2140122	Portable	TP9100	Berkshire Police Dept.	Precinct 1	Active	Swinson, Jeff
21156535	21156535	2401191	Portable	TP9100	Berkshire Police Dept.	Precinct 1	Active	Swinson, Arnold
21156607	21156607	2401157	Portable	TP9100	Berkshire Police Dept.	Precinct 1	Active	Sweeney, Ed
21156609	21156609	2401159	Portable	TP9100	Berkshire Police Dept.	Precinct 1	Active	Sweat, Connie

Asset Management: Store and track.

SOFTWARE MAINTENANCE

Proactively prevent faults, improve performance and adapt to changing environments by accessing current releases of firmware and software. Full version releases with new features – not just point release bug fixes – are regularly available and fully supported so you get the maximum advantage when you decide to update your communications system.

With each new release, you receive an email alert and courtesy phone call from a Tait Support Engineer announcing its availability and discussing updates that may offer helpful preventative measures based on your system.

WARRANTY REPAIR

Feel secure in knowing Tait is intentionally organized to ensure the most rewarding experience for you. We design, manufacturer and quality control all our own products – not outsourcing to low-cost bidders - so we can confidently deliver with the highest quality of materials and workmanship in the industry. In the event a defect is found, Tait will promptly correct the problem through free repair or replacement and resolve the issue back down to the manufacturing floor. We're that committed to quality and your satisfaction.

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