SMART Support Quick Reference Guide
SMART Room Systems for Lync Support Options

Introduction

The following chart identifies the offerings of each Support Package when purchased along side SMART Room Systems for Lync.

SMART Support Offerings	SMART Limited Equipment Warranty	Basic (1 & 3 year)	Elite (1 & 3 year)	Platinum (1 & 3 year)
Product				
Knowledge Base Access	24 x 7	24 x 7	24 x 7	24 x 7
RMA				
Advanced Hardware Replacement	Return for Repair Only	Yes	Yes	Yes
RMA Order Processing	2-4 days	24 hours	24 hours	24 hours
Advanced Hardware Shipping Guarantee – Door-to-Door or Port-of-Entry*	Transit Varies by Location	10 days - Max	5 days - Max	3 days - Max
Software Maintenance (Solutions with Meeting Pro)				
Software Updates - Minor Version Releases	Separate SW Maintenance purchase required	Included	Included	Included
Software Updates - Major Version Releases (includes new features)	Separate SW Maintenance purchase required	Included	Included	Included
Support				
24/7 Case Management via Web	Limited	✔	✔	✔
Support Initiation via Phone* or Web Form	✔	✔	✔	✔
Expert Lync remote support (Level 2-4)	✔	✔	✔	✔
Hours of Support Response	7am – 4pm MST	9am - 5pm *local hours*	24 x5	24 x7
Support on weekend and holidays	-	-	-	✔
Fast qualified Response Time	Standard	2 hours	1 hour	30 minutes
Incident escalation and prioritization	As required	Regular	High	First Priority
Reporting and 24/7 status update	-	✔	✔	✔
SRS Managed Services				
Proactive Quality Monitoring & Alerting	-	-	Included	Included
Usage Reporting Dashboards	-	-	Included	Included

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Included in All Support Packages:

Ticketing System
- Online access 24/7
- Access to 700+ articles in the SMART Knowledge Base for self-help
- Ticket reporting of all issues

Advance Hardware Replacement
- Guaranteed shipping times for SMART hardware;
- 2-way shipping costs covered

SMART Support
- Access to Global expert support from SMART and Microsoft Lync Experts
- Fast, qualified response from experts on your solution
- Remote support to diagnose, configure, and troubleshoot products covered by the SMART Support program
- Guaranteed response times and hours of support to meet customer needs (local business hours, 24/5, 24/7)
- Severity based response
- Phone and email support

Included in Elite and Platinum Support Packages:

SMART Proactive Monitoring for SMART Room System for Microsoft Lync
- A cloud-based services that provides 24/7 monitoring for customers, SMART Room Systems usage, health and quality of experience.
- Proactive alerting at the earliest stage of technical issues, thereby minimizing downtime.

SMART Usage Reporting for SMART Room Systems for Microsoft Lync
- The cloud-based service provides visibility of your SMART Room System's usage, displayed on an intuitive dashboard.
- Generated reports to help manage system deployments and accelerate adoption to maximize ROI of SRS-Lync.

*Detailed SLA's and Support Terms and Conditions for Advance Support packages can be found here:

http://downloads01.smarttech.com/media/trainingcenter/ent_support_tnc.pdf

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