



OMNIVEX SERVICES

ANNUAL MAINTENANCE & SUPPORT PROGRAM

What it is and how it keeps
you going.



ANNUAL MAINTENANCE & SUPPORT PROGRAM

The Omnivex Annual Maintenance and Support program provides customers technical support and resources to solve specific product issues, assuring your digital signage network evolves with your needs and keeps current with its related applications.

With our AMS program, your software investment maintains its value while lowering operating costs and providing access to our technical experts.



We provide both phone and email support, as well as remote support when required, between 8am and 6pm ET Monday to Friday. We also provide an after hours hotline for any critical issues that might arise outside of our standard support hours.

"The support provided is always first class.

Thank you!"

*Terrance W.,
Application Support at a leading
North American energy producer*

AMS PLUS – A HIGHER LEVEL OF SUPPORT AND SERVICE

With AMS Plus, you will receive priority support and access to best practice guidance, on-demand role-based training courses and an assigned Solution Architect that will help you with your project along the way. All of this, plus the standard perks of AMS makes AMS Plus the number one choice.

- Faster response times
 - Priority service and faster service response time commitment
- No delays waiting for Purchase Orders to process in order to get started on non-support work
 - Consulting, best practice guidance, project engagement, and "how to" help available immediately
- New users have access to training immediately
 - eLearning course materials for reference
- Keep content fresh
 - New assets and services for keeping content fresh and engaging
- Higher Level of Service/Priority support
- 4 business hour response time
- 40 hours of prepaid services for 1 year
- ELearning licenses for 1 year: 2 Moxie User Training Part 1, 1 Moxie User Training Part 2, 1 Administrator
- Quarterly asset updates

WHAT IS COVERED UNDER AMS:

- I have a problem seeing my players.
- I have a problem with slow response times in Moxie applications.
- My Moxie applications are crashing.
- I can't save my work.
- I am unable to view a media stream.

WHAT IS COVERED UNDER AMS PLUS PACKAGE:

NOTE: With AMS Plus these types of questions will be removed from the 40 hours of prepaid services

- How do I schedule different files to play on my screen?
- How do I set up a playlist?
- How can I add a clock (or other content) to my screen?
- How do I install my software?
- How do I schedule my content to play?

	ANNUAL MAINTENANCE & SUPPORT (AMS)	AMS WITH AMS PLUS
Software updates	✓	✓
Standard support hours	8am to 6pm Eastern Monday to Friday excluding Canadian Statutory holidays	8am to 6pm Eastern Monday to Friday excluding Canadian Statutory holidays
Emergency after hours telephone support	✓	✓
Knowledgebase access	✓	✓
Forum access	✓	✓
Lunch & Learn and Instructional Video archives	✓	✓
Support incident response time	1 business day	<ul style="list-style-type: none"> • Priority support • 4 business hours
Training		Role-based eLearning course licenses: <ul style="list-style-type: none"> • 2 Moxie User Training Part 1 • 1 Moxie User Training Part 2 • 1 Moxie Administrator
Guidance, best practice and solution development		<ul style="list-style-type: none"> • Professional services hours • Work with Omnivex Solution Architects and Digital Designers to get the most out of your system
Assigned Solution Architect	✓	✓
Sample content updates		Quarterly

24/7 SUPPORT - EFFICIENT, FAST & RELIABLE SUPPORT WHEN YOU NEED IT MOST

Does your organization rely on digital signage to the point where downtime needs to be kept to a minimum? Is your Omnivex platform solution critical to the operations of your business? If so, we've designed our 24/7 Support add-on with clients like you in mind. 24/7 Support is an add-on to our existing AMS and AMS+ program, and guarantees an SLA response time within 4 hours, regardless of the time of day. Ask your sales representative for more information.



CONTACT US

FOR MORE INFORMATION ABOUT OUR ANNUAL MAINTENANCE & SUPPORT, PLEASE CONTACT US:

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