



VICOM

# TMP

Technology Management Plan



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**Having your technology fail is not something your business can afford and honestly, we don't believe you should have to.**



**Vicom is honored to have been chosen to provide the right technology for your business; now we hope you'll consider allowing us to provide the long-term support it needs by investing in our Technology Management Plan.**

We understand firsthand the impact that downtime can have on your business, and we believe that having the right support in place can significantly lessen that impact by getting you up and running, both quickly and efficiently.

We also understand that manufacturers' warranty contracts can be confusing at best-- and managing varying expiration dates can be overwhelming. This is why we've introduced a streamlined process that provides comprehensive coverage of your technology, with one set of contract renewal terms and one monthly payment. This makes it both easy to budget and painless to manage.

## **Expert Assistance, One Click Away.**

Simply submit an inquiry to [dispatch@vicom-corp.com](mailto:dispatch@vicom-corp.com) to create a ticket and receive support from a specialist in our Network Operations Center quickly and efficiently. Our service ticketing system prioritizes service based on the severity of the reported issue so if your entire company is affected by a severe situation, your service ticket will be handled as a top priority!



# Vicom TMP

Technology Management Plan

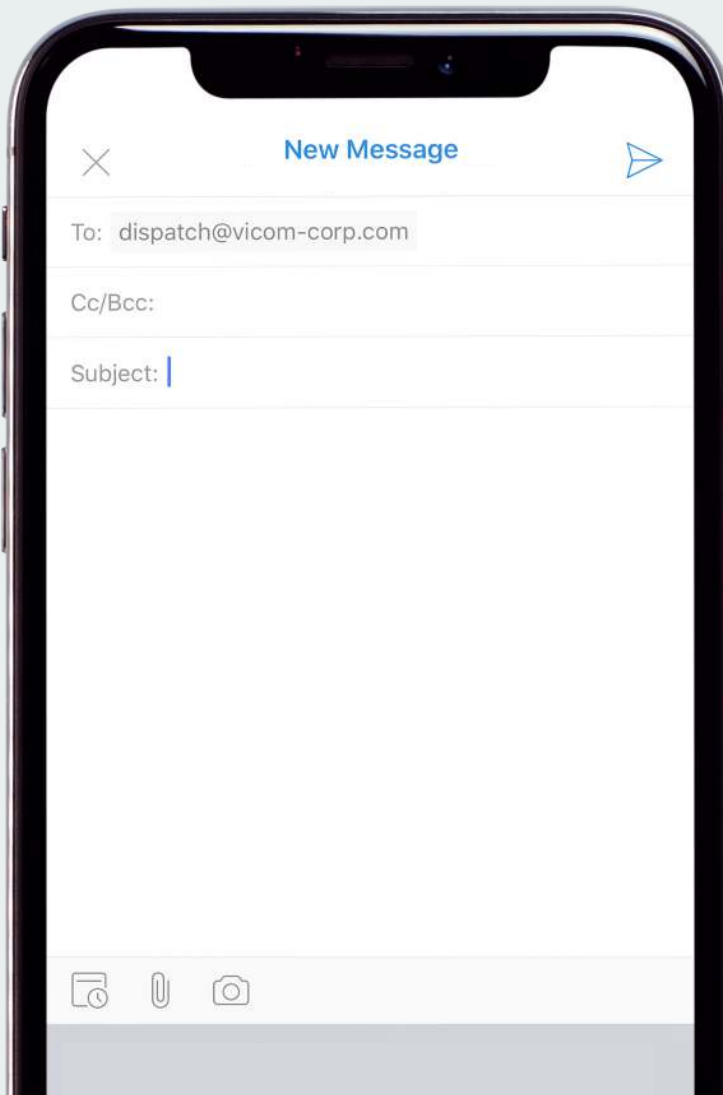


Vicom's Technology Management Plans provide on-site and remote support for normal use of covered technology, including but not limited to adjustment, repair or replacement of equipment. This support is provided by trained service technicians and communication is facilitated by a trained support team and a comprehensive ticket-based support system. Each account is assigned a Logistics Coordinator and a primary technician is assigned to each support call.

### ***Standard Service Features***

- Remote Diagnostic and Triage
- Telecommunication Issues
- Testing Facility / Intelligent Dispatch
- Scheduled Upgrades
- Pre-Scheduled Support
- User Training
- On-Site Support
- Remote Troubleshooting and Fix
- Replacement Parts
- Backup of Device Configuration
- Helpline Support
- Device Return to Service
- Software Updates and Upgrade
- Periodic Customer Reporting
- Technician Assignment Management
- Customer Web Portal

Please reference Service Requirements, Exceptions and Limitations for more information.



# Network Operations CENTER

**FORTINET.**  
**SECURING**  
Your World  
FORTIGUARD

Comprehensive 24/7  
Threat Protection

Zero Day and ATP Research  
& Mitigation

Global Alliances &  
Third-Party Validation

Vicom houses a state of the art Network Operations Center (NOC) to provide real time monitoring and remote access for your service needs. This enables our trained service team to access the tools needed to best address your issues, both quickly and efficiently.



We've got you  
**COVERED**

Providing Monitoring 24 hours a day, 7 days a week with 8x5 help desk support and after hours assistance available.

## Network, Data & Cloud OPTIONS

In addition to our Technology Management Plans, Vicom offers the following for Network, Data and Cloud support:

### Data Parts Only – Manufacturer Support Agreement

Per this agreement, Vicom will act as a liaison, facilitating communication between the customer and the manufacturer. Customer must maintain current manufacturer support coverage that includes, but is not limited to; software, hardware and upgrade/update entitlement plans. Please note that No Labor for remote or onsite work is covered under this agreement. Vicom may include some of these items as part of the Technology Management Plan agreement. Equipment list will differentiate inclusions and exclusions.

### Managed IT Services

This agreement provides IT systems coverage for your computers, including Anti-Virus, VCIO services and Remote management from our Network Operations Center.

### Hosted Cloud Services

This agreement will assist with billing cycles specifically servicing as a renewal reminder.

### Third Party Cloud/Carrier Services

This agreement provides third party company collaboration with Vicom to provide specific carrier services.

*Reference the Service Requirements, Exceptions and Limitations section for information.*

## Telephony OPTIONS

In addition to our Technology Management Plans, Vicom offers the following for Telephony support:

### Telephony Parts Only – Manufacturer Support Agreement

Per this agreement, Vicom will act as a liaison, facilitating communication between the customer and the manufacturer. Customer must maintain current manufacturer support coverage that includes, but is not limited to; software, hardware and upgrade/update entitlement plans. Please note that No Labor for remote or onsite work is covered under this agreement. Vicom may include some of these items as part of the Technology Management Plan agreement. Equipment list will differentiate inclusions and exclusions.

### Hosted Telephony Services

This agreement will provide third party collaboration with Vicom to provide specific carrier services.

*Reference the Service Requirements, Exceptions and Limitations section for information.*



## Security

# OPTIONS

In addition to our Technology Management Plans, Vicom offers the following for Security support:

### Security Parts Only – Manufacturer Support Agreement

Per this agreement, Vicom will act as a liaison, facilitating communication between the customer and the manufacturer. Customer must maintain current manufacturer's support coverage that includes, but is not limited to; software, hardware and upgrade/update entitlement plans. Please note that No Labor for remote or onsite work is covered under this agreement. Vicom may include some of these items as part of the Technology Management Plan agreement. Equipment list will differentiate inclusions and exclusions.

### Security Monitoring

This agreement provides 24/7 intrusion alarm monitoring and dispatch service. Service is provided by Security Central, one of the largest monitoring companies in the U.S.

*Reference the Service Requirements, Exceptions and Limitations section for information.*



## Audio/Visual

# OPTIONS

In addition to our Technology Management Plans, Vicom offers the following for Audio/Visual support:

### Video Parts Only – Manufacturer Support Agreement

Per this agreement, Vicom will act as a liaison, facilitating communication between the customer and the manufacturer. Customer must maintain current manufacturer's support coverage that includes, but is not limited to; software, hardware and upgrade/update entitlement plans. Please note that No Labor for remote or onsite work is covered under this agreement. Vicom may include some of these items as part of the Technology Management Plan agreement. Equipment list will differentiate inclusions and exclusions.

### Video Labor Only (Shared Care)

This agreement provides labor for covered AV equipment. It does not provide hardware or software.

*Reference the Service Requirements, Exceptions and Limitations section for information.*



# SERVICE LEVEL AGREEMENTS

TMP

# SERVICE REQUIREMENTS

To ensure that we're able to respond to the severity of your situation appropriately and effectively, we utilize Service Level Agreements or SLA's in accordance with the impact chart shown below.

## Number of Users

<p><b>High Severity</b> Whole Company is affected</p>	<p><b>Medium Severity</b> Departments or workgroups are affected</p>	<p><b>Low Severity</b> One user or small group is affected</p>
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<p><b>Business Impact</b></p> <p><b>High Impact</b> Major business processes are stopped.</p> <p><b>Medium Impact</b> Business is degraded but with workaround.</p> <p><b>Low Impact</b> Continued operation with restriction.</p>	<p><b>Critical Priority One</b></p>	<p><b>Critical Priority One</b></p>	<p><b>High Priority Two</b></p>
	<p><b>High Priority Two</b></p>	<p><b>High Priority Two</b></p>	<p><b>Medium Priority Three</b></p>
	<p><b>Medium Priority Three</b></p>	<p><b>Low Priority Four</b></p>	<p><b>Low Priority Four</b></p>

- Subject to weekly work hours, unless otherwise noted, Service is performed Monday through Friday between the hours of 8:00AM to 5:00PM EST.
- No service activities will take place during local holidays, after hours or weekends unless other arrangements have been made in advance, in writing. Additional charges apply to after-hours engagement.
- Customer must provide a single point-of-contact to address Service-related questions or issues.
- A current hardware or software support agreement must be active and in place for each managed device, application system or subsystem subject to any service.
- Periodic reboots for devices such as call processors, firewalls, routers and virtual servers are required to apply/activate critical update patches and configuration charges. Vicom's support services within this agreement are predicated upon the Customer's support and commitment to providing time/scheduling for device reboots with staff and/or users support.
- This agreement and support services herein are contingent on Customer's granting Vicom (or Vicom's subcontractor) permission to have secure remote access into Customer network (e.g. Screen Connect, VPN, RAS or other solutions approved by Vicom).
- A direct-inward dial (DID) connection to a Vicom provided number must be utilized for all support services in order to ensure reporting requirements. Direct communication via cell phones or alternative means are not permitted and will invalidate any service level agreement or priority classification.
- Vicom is not responsible for loss of use of the network or for any other liabilities arising from alterations, additions, adjustments or repairs, which have been made to the network by the Customer, Customer's Agent or other third-party personnel.
- Vicom reserves the right to suspend or terminate the Service if conditions at the Service site pose a health or safety threat.

# TMP SERVICE LIMITATIONS

This agreement will not apply to repairs made necessary by abuse, neglect, misuse, accident, electrical power failure or other casualty. Nor will this agreement apply when unauthorized parts, modification, supplies, or personnel affect changes to the equipment which cause more frequent service calls, service problems, or below standard quality. This agreement excludes those parts, which are not necessary to the mechanical operation of the equipment. \*As determined by Vlcom Technical Staff and 3rd Party Expert if necessary\* If the customer or customer-approved vendor (other than Vicom) is authorized and/or permitted to conduct service, modify the environment, repair or to add additional hardware or services to the covered components of this Technology Management Plan Agreement; Vlcom has the authority to cancel, charge additional fees to confirm the operability of the components, (or) establish a new maintenance fee for the coverage of all components (both new & initially covered). For the avoidance of doubt, the following activities are not included in the scope of this Service Description:

1. Programming Changes – moves, adds or changes to existing configurations are not covered.  
Examples include, but are not limited to; additional doors, additional sensors and or significant changes to the expected configuration.
2. Non-covered Support - If a customer-reported issue is determined to be a non-covered issue relating to an external system or component, human error or modification, unauthorized change or incorrect customer diagnosis, the customer will be charged the prevailing time and material/labor rate or deducted from the customer's block of time.
3. System Upgrades or Updates – Major and Minor releases may require additional hardware, software or licensing. Acquisition of those items are not included, unless specifically granted by current or included manufacturer coverage.
4. Administrator Training – training on system administration is not included.
5. Repairs resulting from misuse (including without limitation improper voltage or the use of supplies that do not conform to the Manufacturer's specifications). \*As determined by Vlcom Technical Staff and 3rd Party Expert if necessary\*
6. Repairs made necessary due to "service or adjustments performed by persons or companies" other than Vlcom.
7. Additional service calls or work when the Customer requests that work to be performed outside regular business hours.
8. Repairs and/or service calls resulting from devices or attachments not purchased from Vlcom nor installed by Vicom personnel.

# TMP SERVICE LIMITATIONS

9. Expedited shipping for repair parts
10. Projects or services to modify/enhance/install new or retire existing equipment, applications or systems/subsystems.
11. Any services, tasks, or activities other than those specifically noted in this Service Description.
12. The Service does not include the development of any intellectual property created solely and specifically for the Customer.
13. Cost of consumables and associated services.
14. Manufacturer labor/services.
15. Custom application support.
16. In the event a device is outdated, obsolete or is being used for tasks that are greater than the device was designed for, Vlcom reserves the right to remove such items from the technology management plan coverage.
17. The following items are not covered unless specifically stated in the final agreement; mechanical devices such as locks/strikes/hinges/closure devices, ethernet networking equipment, including switches and firewalls or server hardware/storage/operating systems/hypervisors.

*This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master Technology Management Plan agreement or manufacturer agreement(s), as applicable.*



# SERVICE FEATURE GLOSSARY

## **Back Up of Device Configuration**

Back Up of Device Configuration based on service requirements.

## **Customer Web Portal**

Web-based ticketing system for submission, review and closure

## **Helpline Support**

Vicom's offices are available during normal business hours to provide the answers you need on products, features/functions and interoperability. Basic Help

## **On-Site Support**

The work performed by the on-site professional will supplement the remote services provided when necessary to the remediation of problems

## **Pre-scheduled Support**

Vicom will provide the Customer with the ability to preschedule on-site visits by a trained and certified professional to assist in the on-site delivery of services.

## **Primary Technician**

A primary technician will be assigned to each service call for continuity of service.

## **Remote Diagnostic and Triage**

8x5 business hour phone support and remote access to evaluate and correct the reported problem. Vicom has multiple tiers of product and service engineers that are available to support you, and are included.

## **Remote Troubleshoot and Fix**

Remotely troubleshoot and fix network device issues.

## **Replacement Parts**

Replacement parts and the labor to install them are included in your Service Agreement. Vicom warehouses many high failure rate components in our Virginia Beach and Richmond offices and are supported by a national distribution system designed to provide the correct part in the shortest interval possible.

# SERVICE FEATURE GLOSSARY

## **Reporting**

Periodic reporting based on customer size/complexity.

## **Return To Service**

Complete return to service of a covered device including operating system, applications and recoverable personal information.

## **Software Updates and Upgrades**

Software will be updated or upgraded as released by the manufacturer. This includes items such as firmware, patching, service packs and version update/upgrades.

## **Technician Assignment Management Support**

Technicians are dispatched and assigned to service calls based on their experience and qualifications with particular systems. Technicians are continuously in contact with management for additional support (when needed). The skill set of the on-site professional will be determined before the Service commences.

## **Telecommunication Issues**

Assistance is provided to identify errors and if a problem is determined to be the responsibility of the telecommunications provider. Vicom will not charge the customer for the support time provided.

## **Testing Facility / Intelligent Dispatch**

24-hour dial up access to Vicom's state-of-the-art video conference test call center. Vicom is ready to resolve the problem the first time, minimizing return visits and downtime. A technician will open a trouble ticket and track the service issue until it has been fully resolved.

## **User Training**

Agreements include end user training on basic handset operation, voicemail functions and customer specific handset options (paging, etc.).

## **Vendor Management**

Act on your behalf to contact vendors and manufacturers for problem resolution.

