



Traka Support and Maintenance Solutions

Join the growing number of organisations taking out a Traka Support and Maintenance Service contract in order to give their business maximum security and peace of mind.

With Traka now established as an integral part of your company's management and control process, can you risk your organisation being off-line ?

Traka Support and Maintenance contracts are designed to kick-in and provide cover when your initial 12 month warranty period expires – but we at Traka believe in providing a quality solution – so you can sign up in advance, at any time, for that extra peace of mind, knowing your business will be protected at all times.

Because our customer base is spread across a wide range of business sectors, each with their own unique demands, Traka Support and Maintenance Solutions have been very carefully formulated so as to provide a range of customisable support services to meet your individual needs.

Three levels are available; **Bronze, Silver or Gold**, each with a range of additional options that you can choose from.

Additionally, contracts are available for a period of **one, three or five years** – so that you can select the level of commitment that best suits your organisation.



- **Bronze**
 - Full telephone software support
 - Hardware maintenance covering parts and labour
 - An annual hardware service on each cabinet, conducted on-site by a qualified Traka engineer
- **Silver**
 - Full telephone software support
 - Hardware maintenance covering parts and labour
 - A twice yearly hardware service on each cabinet, conducted on-site by a qualified Traka engineer
 - A complete system software overhaul and database archive, to include software and hardware checks
 - One day of project time
- **Gold**
 - Silver, but with additional services to include:-
 - Two days of project time
 - User log-on to the Technical Support web site for latest information, product updates and new Traka features
 - Quarterly audits to ensure systems are being utilised to full potential
 - Management reports based on information from the quarterly audits, giving feedback on system effectiveness
- **Optional components available to compliment the standard Bronze, Silver or Gold packages**
 - Extra half day training
 - Extra full day training
 - Additional annual service days
 - Additional project days
 - Data Logger Unit check days

Quality counts - when Traka provides the Support Solution

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