

Overview

At Addcom Contact Solutions, customers are provided with advanced voice recording systems to help their business perform more efficiently. As systems are constantly active maintenance care becomes an essential element to preserving system productivity. To ensure your systems operate at optimal levels, regular assessment and maintenance is needed. The Addcom Recorder Care is our priority to ensure your recording system upholds its peak performance, always.

Addcom Recorder Care offers peace of mind as your investment is protected from unexpected problems. Feel confident knowing services are carried out by highly qualified Addcom technicians, dedicated to protecting your investment.

Response Time

ADDCOM focuses on maximising your uptime to ensure reliable, uninterrupted services. Immediate maintenance is critical in the event of unplanned downtime. As an ADDCOM Recorder Care Customer, when you log a call with our Sydney-based Customer Care team, you are guaranteed a qualified technician will respond within 4 business hours of your call, whether onsite or by remote access.

ADDCOM Care Customers have priority over non-maintenance customers, who are not guaranteed the same level of response time. Put yourself at ease with our rapid response to unplanned outages, reassuring you that your business will run smoothly in no time.

No Hidden Fees on Labour and Parts

Information backup, disk drive replacements, new software upgrades and other servicing issues are inclusive of your Addcom Recorder Care.

When you require an Addcom technician to service your recorder during normal business hours, you pay nothing more as your business will be cost-free from all labour and parts charges. Unlike other service jobs, Addcom ensures there are no hidden costs. Feel that extra comfort when your service is completed without another bill.

Technical Support Options

Addcom provides a total support solution addressing hardware maintenance and software through phone and email services. Support levels are during normal business hours with a further option to take the 24/7 Addcom Recorder Care, where an Addcom technician is available 24 hours a day, 7 days a week. The continuous support option allows you to feel relaxed knowing that your investment is protected every minute of the day.

Firmware Upgrades

New functionalities and improvements occur through firmware upgrades. When firmware upgrades occur, ADDCOM Technicians will install, test and verify the upgrades.

Preventative Maintenance

Choose 2 days a year at your convenience for technical staff to audit your site during normal business hours. This involves testing gateway functionality and installing firmware upgrades. These preventative checks are cost-effective solutions with ADDCOM Technicians taking a proactive approach to safeguard you from potential bugs and future problems. Customer satisfaction levels at ADDCOM exceed the industry benchmark as Technicians help identify and eliminate any problems before they occur, allowing you to run your business efficiently.

Remote Support

Technical staff can access your system remotely and review any particular area that requires attention. Remote access gives customers quick feedback and allows Technicians to troubleshoot the problem rather than waiting for a Technician to attend your site. Having remote access can significantly resolve problems on the first call, getting your business back on track within minutes cutting your downtime.

Features Overview

Be proactive by detecting and resolving problems before they occur. Features shown below will help you understand the service that is needed as a requirement to creating a hassle-free environment.

Features	Out of Warranty	ADDCOM Recorder Care	24/7 Addcom Recorder Care
Global telephone and email support	-	✓	✓
Verify recorder functionality	-	✓	✓
Monitor error logs with recorder	-	✓	✓
Hardware servicing	-	✓	✓
Emergency phone support	-	✓	✓
Remote desktop access and support	-	✓	✓
Hardware cleaning	-	✓	✓
Test and verify hardware and software upgrades	-	✓	✓
Monitor recorder to maximise uptime	-	✓	✓
Firmware upgrades	-	✓	✓
Software patch upgrades	-	✓	✓
Rapid response to unplanned service needs	-	✓	✓
Monitor and replace filters	-	✓	✓
On-site assessment of recorder environment	-	✓	✓
Test recorder channels	-	✓	✓
Hotfix installation	-	✓	✓
Assess files from recorder	-	✓	✓
Automatic email alerts of errors	-	✓	✓
Review archiving configuration	-	✓	✓
Back-up of files onto external device	-	✓	✓
Encryption of sound files	-	✓	✓
Emergency hardware replacement	-	✓	✓
24/7 technical support services	-	-	✓
Labour costs	Charged per hour	Inclusive	Charged per hour (outside business hours)
Hardware replacement costs	Charged for parts	Inclusive	Inclusive
Length of contract		1, 3, or 5 years	1, 3, or 5 years
Bi-annual preventative onsite checks		During normal business hours	Available 24/7
Payment options		Flexible	Flexible

Call ADDCOM Contact Solutions today on **1300 788 100** or email salesau@addcom.com and find out how we can help maximise your uptime and future proof your voice recording systems.