



Managed Support Services

Service Overview



1 Overview

A digital media network has many moving parts: software, content, screens, media players, routers, peripherals and internet connections, often from different providers. When an issue occurs, it can be hard to know who owns it.

Engagis Support gives the customer a single point of contact. Engagis certified technicians and dedicated customer teams manage each case from first report to resolution.

The customer's service agreement sets out the support plan, service levels and supported devices that apply.

1.1 Our commitment to the customer

- Engagis Support manages each case from start to finish.
- Engagis responds to each case within the service levels in the service agreement, and either resolves it or provides a plan to resolution.
- Each case is given a unique case number for tracking and reporting.

1.2 Quality and certification

Engagis is ISO 9001, 45001, 14001, and 27001 compliant and our commitment to quality and continuous improvement is second to none.



2 Engagis Support

2.1 Hours of availability

Engagis Support is available 24 hours a day, 365 days a year for Essential Support and Enterprise Support customers. Customers with manufacturer warranty only can contact Engagis Support about hardware issues from 8:30am to 5pm local time, Monday to Friday.

2.2 Contacting Engagis Support

The customer can contact Engagis Support by phone or email. Engagis Support logs each case and assigns a priority in line with section 5.

Phone:

Australia	1300 203 810
Canada	+1 (437) 886 9271
New Zealand	+64 (09) 888 9289

Email:

support@engagis.com

When a case is logged, the customer receives the case number by email.

2.3 Managing cases

Engagis Support assesses each case, assigns a priority and manages it through to resolution, in line with the service levels in the service agreement.

3 Support plans

Engagis offers two support plans: Essential Support and Enterprise Support. Hardware covered by the manufacturer's warranty only receives a limited set of services. Each customer's support plan is set out in their service agreement.

3.1 Essential Support

Remote support with 24/7 phone and email access. Includes priority-based response and remote restoration, real-time software, hardware and connection monitoring. On-site visits and additional services are available at additional charge.

3.2 Enterprise Support

Fully managed support with 24/7 phone, email and on-site access. Includes everything in Essential Support, plus faster response and restoration targets, on-site attendance, on-site warranty repair or replacement, fault alerts, hot-swap hardware (where available), monthly reporting and periodic service reviews.

3.3 Manufacturer warranty only

For customers who purchase hardware from Engagis, covered by the manufacturer's warranty only. The customer can contact Engagis Support about hardware issues from 8:30am to 5pm local time, Monday to Friday, excluding national public holidays. Engagis logs the case, helps confirm the fault and coordinates the warranty claim with the manufacturer. Warranty repair or replacement is subject to the manufacturer's terms.

3.4 Support plans compared

Service	Manufacturer warranty only	Essential Support	Enterprise Support
Access to Engagis Support	8:30am–5pm Mon–Fri (hardware issues only)	24/7 phone and email	24/7 phone, email, on-site
Response and restoration targets (see section 5)	X	P1: 60 min response	P1: 30 min response
On-site attendance	X	By quote	✓
Software bug and defect fixes	X	✓	✓
On-site warranty repair or replacement	Subject to manufacturer	Additional charge	✓
System maintenance updates	X	✓	✓
Case logging by email	✓	✓	✓
Hardware serial number and purchase tracking	✓	✓	✓
Real-time software monitoring	X	✓	✓
Real-time hardware and connection monitoring	X	✓	✓
Fault alerts	X	Additional charge	✓
Warranty extension	Additional charge	Additional charge	Additional charge
Hot-swap hardware availability and storage (where available)	X	Additional charge	✓
Monthly reporting: analysis and trends	X	Additional charge	✓
Periodic service reviews	X	Additional charge	✓

✓ Included X Not included

Data allowance monitoring, user training, content management and proactive quality checks are separate Engagis services and are not part of these support plans.

4 Scope

Engagis Support is available for supported devices and services covered by a current service agreement, while the customer's account remains current and service fees are paid in line with that agreement. Requests outside this scope can be quoted separately.

4.1 Included

Engagis Support covers the following equipment and services, where they are listed in the customer's service agreement:

- Media player hardware, software and accessories supplied by Engagis
- Screens and screen accessories supplied by Engagis
- Internet connectivity supplied by Engagis (e.g. ISP, 4G)
- Software supplied by Engagis
- Content supplied by Engagis
- Customer-supplied (BYO) or third-party equipment that Engagis has approved as compatible with the Engagis solution

For approved BYO or third-party equipment, Engagis provides support and troubleshooting. Hardware warranty, repair and replacement remain with the customer or the manufacturer, unless the service agreement states otherwise.

4.2 Not included

Engagis Support does not cover:

- Power supply to electrical devices
- Internet and network connectivity supplied by the customer
- Content and software created by the customer or a third party
- Hardware supplied by the customer or a third party, unless approved by Engagis as compatible
- Devices and services not covered by a current service agreement
- Replacement of out-of-warranty or customer-supplied (BYO) hardware, which can be quoted as a separate project
- Data allowance monitoring, user training, content management and proactive quality checks, which are available as separate services

Issues caused by the items above are outside Engagis's control. Service levels don't apply where a case is caused by these items, although Engagis Support will help identify the cause where it can.

5 Service levels

Every case is given a priority based on its impact (how many sites, users or devices are affected) and urgency (how severely service is affected). Some issues are always treated as P1, as shown below. Engagis and the customer agree the priority when the case is logged.

5.1 Priority levels

Priority	Description	Examples
P1 Critical	Service is unavailable or a critical function has failed across many sites or all users. Always P1, regardless of the number of sites: any issue at a flagship or VIP site, and any content breach.	CMS unavailable; widespread outage; wrong or unapproved campaign showing on screen; screens down at a flagship store
P2 High	Service is significantly degraded across several sites.	Content not syncing to more than 25% of devices; campaigns can't be loaded or removed; black screens at several sites
P3 Medium	Service is unavailable or degraded at a single site, or a workaround is available.	All screens at one site offline; assets failing to upload through the CMS
P4 Low	Minor issue or service request with little or no impact on operations.	A single device offline; screen discolouration; configuration changes

5.2 Target times

Targets depend on the customer's support plan and the case priority.

Term	What it means
Response	Engagis acknowledges the case and starts work on it.
Remote restoration	Service is restored, or a workaround is in place, remotely.
On-site attendance	A technician arrives on site, where a visit is needed.

Enterprise Support

Priority	Response	Remote restoration	On-site Metro	On-site Regional	On-site Remote
P1	30 minutes	90 minutes	4 hours	Next business day	2 business days
P2	60 minutes	3 hours	1 business day	2 business days	3 business days
P3	2 hours	2 business days	Next business day	2 business days	4 business days
P4	1 business day	3 business days	3 business days	5 business days	10 business days

Essential Support

Priority	Response	Remote restoration	On-site attendance
P1	60 minutes	90 minutes	By quote
P2	60 minutes	4 hours	By quote
P3	4 hours	3 business days	By quote
P4	1 business day	4 business days	By quote

Metro, regional and remote are defined in section 6. Manufacturer warranty only customers are supported from 8:30am to 5pm local time, Monday to Friday, without target times.

5.3 Good to know

Topic	Details
On-site visits for Essential Support	Arranged once a quote is approved by an authorised customer representative.
Replacement equipment	Procurement, staging and shipping are arranged after quote approval. Lead times depend on stock availability and site location.
Service agreement	The targets that apply to each customer are confirmed in their service agreement.

5.4 Proactive monitoring

Engagis can set up monitoring and alerts to suit each customer's requirements. As standard, Engagis monitors the network connectivity of managed devices at frequent intervals. If a device stops responding, Engagis logs a case and follows up with the customer's nominated site contact.

5.5 Reporting

Reporting is tailored to what each customer needs, so the right people get a clear view of how their network is performing. Reports can include:

- Case activity: new, closed and open cases
- Open case details, with case numbers and titles
- Restoration performance against service levels
- Trends and analysis to help plan improvements

6 Definitions

Business day means 8am to 5pm Australian Eastern Standard Time (AEST), Monday to Friday, excluding national public holidays.

Case means an issue or request logged with Engagis Support.

CMS means content management system.

Metro, Regional and Remote are defined using the ARIA+ 2011 remoteness classification used by the Australian Bureau of Statistics. For this document:

- **Metro:** highly accessible

- Regional: accessible
- Remote: moderately accessible, remote and very remote

Resolution means the issue or root cause has been fully identified and fixed, and the affected screens have been repaired or replaced and are displaying content as intended.

Restoration means a temporary solution is in place so the site can continue operating with minimal impact on the customer experience. This may include displaying content in an alternative format.

Service agreement means the agreement between Engagis and the customer that sets out the support plan, service levels, supported devices and fees.