

Post Sale Support Packages

Secure Systems and Technologies Ltd offers a variety of Support Packages over and above the Standard Warranty. Detailed below are the packages available and the benefits that they offer. Bespoke packages can also be offered to tailor the service to meet exact customer requirements.

	Standard Warranty	Bronze Support Package	Silver Support Package	Gold Support Package
Monday – Friday 9:00am – 5:00pm Technical Support	✓	✓	✓	✓
Collection and Delivery of RAN* Unit		✓	✓	✓
Annual Service Trend Analysis Reports		✓	✓	✗
Quarterly Service Trend Analysis Reports		✗	✗	✓
End of Life recycling	Option	✓	✓	✓
Disk Image Management			✓	✓
Customer Specific Asset Tagging Service			✓	✓
Field Support				✓
24/7 Technical Support				✓
Advance Unit Replacement				✓
Courtesy Repair of Minor Cosmetic Issues				✓
Operator Training	Option	Option	Option	✓
Technical Training	Option	Option	Option	✓
Response Time	1 Working Day	1 Working Day	4 Hours	1 Hour
Guaranteed Turnaround Time	25 Working Days	20 Working Days	15 Working Days	10 Working Days

*RAN - Returns Authorisation Number

If you have any further questions or wish to discuss your detailed requirements for a Support Package please contact the Customer Support Center on:

☎ : +44 (0)1452 557244 ✉ : CustomerSupport@sst.ws 💻 : www.sst.ws/csc

For any other information please contact the Sales Department:

☎ : +44 (0)1452 371999 ✉ : Sales@sst.ws 💻 : www.sst.ws