commend

TECHNICAL SERVICES

Technical support when you most need it

Technical Services/Support Level Agreements

Overview

Support when you most need it

Designed with our customers in mind, our comprehensive, cost effective services provide a high level of technical support and value for money. Certified to ISO 9001, we put our customers first.

Commend Technical Services

SST - Lite
SST - Set Up
SST - Plus

Support Level Agreements

SLA - Remote
SLA - Advance
SLA - Premium

Software Assurance

Evergreens

Commend Technical Services

SST - Lite

Fully configuring systems to meet the customers requirements. Optimising the system for core operations - setting up call routing, input-output actions, transfers etc.
Full back up of all CCT files[1] kept on file for future expansions / changes. Full set of product manuals provided to the installer. SST certification file provided.

Hardware

– Commend Intercom Server populated to customer requirements

Manuals

– Electronic product manuals available online

Technical Support

– Dedicated phone line*

SST Lite

Configuration

– Commend Intercom Server configured via CCT software to meet the customers required operation prior to leaving Commend

– Back up copy of original CCT file kept on our secure server

Benefits

– Peace of mind that your system is configured to your requirements and all of Commend's unique features are installed.

– Program files and back-ups held on Commend's secure server. Available on request.

* Mon-Thurs: 9am-5pm, Fri: 9am-4.30pm, excluding Bank Holidays, Christmas period and New Years Day

[1] Any changes made by end user / installer to CCT cannot be recorded unless copy sent back to Commend UK.

SST - Set Up

Full set up of systems to meet the customers requirements provided by a Commend technician on your site. Optimising the system for core operations such as call routing, input-output actions, transfers etc.

Our specialist technicians are fully trained to ensure the system functions meet the customers requirements. This provides the installer and end user with peace of mind as this service ensures equipment is adjusted to achieve optimum acoustic and operational performance. SST certification is provided.

Site Visit

– Site visit by one of our qualified technicians

Custom Set-up

– Commend Intercom Server configured via CCT software to meet customers required operation[1]
– Back up copy of on-site CCT file kept on our secure server[1] for future expansions/changes

Manuals

– Electronic product manuals are available online

SST Set Up

Tech support

– Dedicated phone line*

Benefits

– Site visit to configure intercom server to Customers/End Users requirements
– Peace of mind that your system is set-up to your requirements
– Optimising of system for maximum performance
– Dialling lists and labels for Master stations where applicable (provided post set-up)
– Basic operator training (during set-up to end user)
– On-site and telephone support for your team of technicians /engineers
– A smooth handover to the end user at the end of the project

* Mon-Thurs: 9am-5pm, Fri: 9am-4.30pm, excluding Bank Holidays, Christmas period and New Years Day

[1] Any changes made by end user / installer to CCT cannot be recorded unless copy sent back to Commend UK.

SST - Plus

Your dedicated Support Services Team Member will follow the project from the initial testing, to giving telephone support after installation. This gives you the reassurance that you are fully supported throughout the whole project. Our specialist technicians are fully trained which will ensure the system functions exactly to the customers requirements. This provides the installer and end user with peace of mind as this service ensures equipment is adjusted to achieve optimum acoustic and operational performance. SST certification is provided.

Site Visit

– Site visit by one of our qualified technicians

Custom Set-up

– Commend Intercom Server configured via CCT software to meet customers required operation[1]

– Back up copy of on-site CCT file kept on our secure server[1] for future expansions/changes
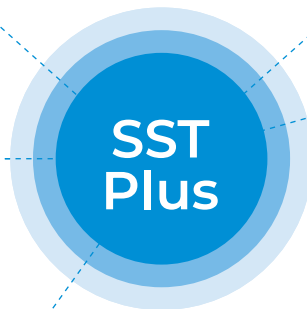
Manuals

– Electronic product manuals are available online

Tech support

– Dedicated phone line*

Benefits

– Site visit to configure intercom server to Customers/End Users requirements

– Peace of mind that your system is set-up to your requirements

– Optimising of system for maximum performance

– Dialling lists and labels for Master stations where applicable (provided post set-up)

– Basic operator training (during set-up to end user)

– On-site and telephone support for your team of technicians / engineers

– A smooth handover to the end user at the end of the project

SST Plus

Commend Support Level Agreements

The Commend Support Level Agreements (SLAs) have been designed to suit our customers needs. A scheduled routine maintenance of the equipment results in less downtime, reduced annual parts cost and ultimately optimised systems performance.

SLA - Remote

Remote access via VPN or similar access
4 hour remote response time during working hours*
Annual updates for end points.

SLA - Advanced

Includes SLA - Remote
96 hour on site response time (not including parts)
Labour for call out and updates included
Annual updates for end points.
1 annual on site system check

SLA - Premium

Includes SLA - Advanced
48 hour on site response time (inc. parts and labour)

Benefits

SLA
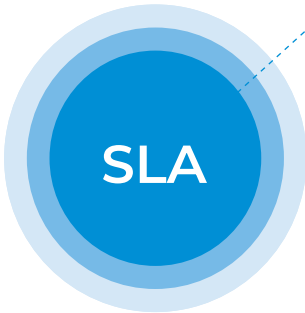
- – Continuity of service from the equipment provider
- – All your files securely held on Commend's secure server
- – Access to a team of fully qualified and trained engineers
- – 4 hours response time
- – Up to 10% off new Commend equipment

SLA

Remote	Advance	Premium	
✓	✓	✓	Remote assistance via VPN or similar
✓	✓	✓	Dedicated phone number
✓	✓	✓	4 hour remote response time *1
✓	✓	✓	Remote annual firmware update
	✓	✓	96 hour on-site response time *2
	✓	✓	Labour for call outs & upgrades
	✓	✓	One annual on-site system check
		✓	48 hours on-site response time
		✓	All parts & labour covered

*1 During working hours
*2 Not including parts

SST

Lite	Set Up	Plus	
✓	✓	✓	In-house configuration
✓	✓	✓	Telephone support
	✓	✓	Site visit by Commend engineer
	✓	✓	Configuration to end user specification
	✓	✓	Operating training
		✓	Dedicated project engineer
		✓	Software development
		✓	System development before quote
		✓	Third party equipment integration

Terms and Conditions

When the Commend Technician visits site, all equipment must be installed with all cables running and connected. Repeat visits are chargeable. All Commend Technicians are fully trained to high levels of competence on all Commend equipment.

For full terms and conditions of sale please visit our web site: www.commend.co.uk

What is Evergreen?

In short, Evergreen is software assurance. A long-standing and reliable feature providing you with peace of mind all year round. Evergreen ensures that your system is always up to date with the latest cyber security benefits, and is future-proofed to allow the addition of new features.

What are the benefits?

Cyber attacks are an ever-increasing threat; our Evergreen ensures your system is always up to date with our latest patches and updates which helps you mitigate as much risk as possible. We have worked hard to ensure our systems are certified IEC-6244-3 and IS0-27001 and we want to ensure that our enhancements are passed onto you.

Speaking of enhancements, Evergreen also gives you access to an ever-expanding stack of features which sees your investment in us continually improving and becoming more efficient over time. Cyber security and enhanced technology all in one!

What is the value?

Commend has a tradition of passionate commitment to security, both physical and digital. We are acutely aware of what is at stake, as users depend – and in extreme cases even stake their lives – on the reliability of our systems. Where digital security is concerned, we make every effort to ensure cyber security best practices in the design, production and rigorous testing of every component to rule out exploitable vulnerabilities as much as possible.

Providing invaluable peace of mind in all areas.

What comes next?

Just sit back and enjoy your Commend experience. We will send software upgrades once per annum.

To find out more, reach out to our friendly team on **sales@commend.co.uk.**

Already working in partnership with:

London Stansted Airport, Heathrow Airport, The Glasgow School of Arts, M6 Toll, BP, Brunel University, Ocado, Tower of London, Birmingham City University, NCP

www.commend.co.uk

Secure communication systems by Commend

Can you imagine a system that millions of people rely on every day, where every word has to count? This is the world of Commend! Secure, reliable communication is our passion.

As a global market leader with more than 40 years of experience in speech transmission, we provide not just Intercom and video connections with interfaces to third-party systems, we also provide products that open up new possibilities for integrated solutions. Commend is the preferred choice for hands-free voice communication systems all over the world.

Project consulting for tailored solutions

Long-term customer and supplier relationships

Short delivery times, even for large-scale systems

Superior Commend quality means long product lifecycles

TRUSTED. COMMUNICATION. ALWAYS.

COMMEND products are developed and manufactured by Commend International in Salzburg, Austria.

Our development and manufacturing processes are certified in accordance with EN ISO 9001:2008.