March Networks Software Support Services

Your customers' video surveillance systems are vital to their business, and ensuring they are operational 24x7 is critical to the success of your business as well. March Networks® Software Support Services help ensure reliable system performance and access to video evidence whenever your customers need it. Whether you have to contact March Networks Technical Support directly or use the self-service capabilities available on our Certified Solution Provider (CSP) Partner Portal, with our Software Support Services, you will enjoy access to all of our technical resources and software.

Your technical queries will be answered by the professionals most familiar with the design and operation of our systems, and experienced with similar in-service systems worldwide. Combined with their access to any reported field issues, they are ready when needed to help get your customer's system up and running quickly.

During an initial warranty period, all March Networks customers have access to our Technical Support team and simple and fast, self-serve downloads of all software updates and patches via our partner portal. Once the 90-day warranty period expires, March Networks Software Support Services ensure you have continued access to the portal and can continue to contact Technical Support based on the software service level you purchase. These services are in addition to RMA Shipment and Warranty Status tools also available on the partner portal.

To supplement the first level support that you already provide to your customers, we offer a wide range of service levels for you to choose from based on your business requirements and those of your customers. Each of our tailored plans comes with a one-year service plan, with options for two- and three-year terms and pricing discounts as an added incentive.

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Software Support Services

SERVICE LEVEL	AVAILABLE TERMS	DESCRIPTION	DAY	TIME
Advanced	1, 2, 3 Year	Email / Telephone	Monday — Friday	8:00 am — 7:00 pm ET
Premium	1, 2, 3 Year	Emergency Telephone Support	Monday — Sunday	24 x 7
Support questions may be submitted at any time via the March Networks website **www.marchnetworks.com**				

Using remote diagnostic tools, the March Networks technical support team can access your customer's system or obtain system logs to provide rapid troubleshooting and problem resolution. Once the problem has been diagnosed, they will work with you to quickly resolve it where possible. If necessary, they will attempt to duplicate the issue in our labs, working with our R&D team for troubleshooting and resolution. Our professionals can provide you with software patches to temporarily fix software problems or even provide maintenance releases that address the issue that was encountered.

To ensure that we are responsive and clearly understand your problem, Service Level Agreements (SLAs) have been established to address four separate levels of Severity Designations, ranging from a total system failure to questions about system configurations.

Software Support Services are available for the entire March Networks software portfolio.
- Command Professional
- Command Enterprise
- SiteManager
- DecodeStation
- Visual Intelligence Software
- Evidence Manager Professional
- Live Monitoring Console
- Enterprise Service Manager (ESM)
- Financial Transaction Investigation Application
- Retail Transaction Investigation Application
- Searchlight Skimming Detection Application

March Networks Software Support Services can reduce your operating costs by helping you solve your customers' problems quickly. Minimizing downtime ensures peace of mind and demonstrates your commitment to your customers' success. Contact a March Networks representative today to find out more.

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