

# PremierPlus

All-in maintenance services for optimum business continuity



PremierPlus is an extension in scope of the standard factory warranty conditions. This comprehensive service contract maximizes the uptime of the visualization system. Barco takes care of all service needs, at a transparent and fixed cost.

Throughout the complete lifecycle of your system, PremierPlus guarantees on-site presence of Barco certified experts, quick resolution of any system issue, and protects against material obsolescence and compatibility issues. In this way, PremierPlus takes away all financial and technical concerns.

#### We solve:

- Not meeting customer SLA due to system downtime
- Increasing system failures
- Degrading picture quality over time
- Lack of bandwidth and personnel to support the system
- Waiting for support in case of an emergency
- Unexpected intervention cost
- Time consuming order approval flows
- Challenge to handle the technical issues with in house competencies
- Lacking emergency access to expertise
- Unexpected material cost
- Uncertainty about long term support
- Replacement parts not available when needed

#### Our deliverables:

- e-Portal, mail and technical telephone support
- 24/7 helpdesk
- Remote assistance in troubleshooting
- On-site support (ranging from 1NBD, 3NBD, to reasonable efforts)
- Scheduled maintenance
- Replacement material covered
- Obsolescence management
- Same Business Day dispatch
- Express shipment

#### Services organization:

- 300+ skilled services engineers
- Global coverage of service centers and partners
- Experience based on 15 billion operational hours with 24/7 displays
- Customer loyalty score of 83
- 94% of customers with a service contract with Barco say they are satisfied to very satisfied
- 1500 additional Barco certified engineers each year