

EssentialCare for control rooms

Ultimate peace of mind



- **Expert support**
- **Long product lifetime guaranteed**
- **Shorter response time**
- **Operational cost predictability**

Your reputation is our priority

Your customer's visualization solution was a big investment and that's why it deserves the best possible treatment. With our EssentialCare service pack, we offer maintenance and support services to help you solve issues faster, so you can live up to your customer expectations.

EssentialCare is designed to help you maximize the uptime of your customer's mission-critical systems while keeping support and maintenance costs under control.

Meet EssentialCare

- Support duration – up to 5 years and longer for RPC video walls
- Support services e-portal to log incidents and access our extensive knowledge base
- e-portal to log incidents and access our extensive knowledge base Priority business hour helpdesk
- Priority business hour helpdesk
- Hardware coverage Advance swap service
- Advance swap service Express shipment
- Express shipment Firmware updates
- Firmware updates
- Software coverage Updates, bug fixes, security patches
- Updates, bug fixes, security patches HW/SW compatibility guarantee

- HW/SW compatibility guarantee
- Video wall Management Suite Monitor

Your benefits

Peace of mind with long term support

- Up to 5 years support available on all products
- Up to 10 years support available for rear projection cubes
- Direct support from Barco service engineers
- Increased success rate of first intervention

Speed up response time to maximize end-user's system uptime

- Issue priority handling with 1-hour response time
- Full-time access to self-help web portal
- Advance swap and express shipment of replacement parts
- Firmware and software always up to date to perform at best

Increase service revenue and keep costs under control

- Reduce spare parts inventory costs
- Upgrade systems cost-effectively
- Avoid non-budgeted support and maintenance costs
- Easy parts return process

Introducing Video wall Management Suite

Video wall Management Suite is Barco's cloud-based connection platform that allows integrators to view critical information from their entire installed base of video walls from a central location. The user-friendly platform is accessible from any device with internet access, whether it's a laptop, tablet or mobile phone.

The Video wall Management Suite data can be easily combined with the users' own tools and process. The state-of-the-art security system ensures complete data protection, thanks to the encrypted communication.

Key values:

- Manage the complete installed base from a central location
- Offer lower and predictable operational costs
- Ensure faster and more effective troubleshooting
- Increase customer satisfaction
- Drive productivity

Some service offerings may not be available in all regions. For availability of services in your country, please check with your Barco Sales representative