



DESIGN, INSTALLATION, CONSULTING

SERVICE LEVEL AGREEMENT

SILVER \$39.99/month*

Unlimited Technical Phone Support
(M-F 8am - 5pm)

On-Site Response within 24 hours:
Weekdays

Reduced rate for additional on-site
service.

Remote Programming - N/A

Preventative Maintenance - N/A

Upgrade Equipment Discounts - 5%

24/7 system monitoring and access

GOLD \$59.99/month*

Unlimited Technical Phone Support
(M-F 8am - 5pm) (Weekends 8-5pm)

On-site Response within 24 hours:
Weekdays & Weekend

Reduced rate for additional on-site
service.

Remote Programming - 2 hours

Preventative Maintenance - 1 per year

Upgrade Equipment Discounts - 10%

24/7 system monitoring and access

PLATINUM \$99.99/month*

Unlimited technical phone support (M-F 8am - 5pm) (Weekends 8-5pm)

On- Site Response within 24 hours: Weekdays, Weekend & Holiday

Reduced rate for additional on-site service.

Remote Programming - 6 hours

Preventative Maintenance - 2 per year

Upgrade Equipment discounts - 20%

24/7 system monitoring and access

* Service Maintenance packages will be billed on an annual basis.

AV MAINTENANCE PLANS

AV Service & Support

The team at Digital Systems & Integration is committed to designing, installing, and maintaining smart technology systems. Technology Systems have become an integral part of our daily life. Because it is such a large part of most homes and businesses, our highly trained staff is available to help you at all times in the case of a problem with your electronic system – ensuring minimal downtime.

Based in Chicago, Digital Systems & Integration supports electronic system installations of all sizes, including complex, multi-site deployments. We have full system monitoring available at all times, allowing our field technicians to focus on responding and resolving any issues with minimal downtime and disruption.

As the reliance on smart technology systems continues to rise, proper maintenance and management is critical to keep your day to day business processes running smoothly. Our team offers several managed service options, with a commitment to efficient response and resolution to any unforeseen technical issues.

AVAILABLE SERVICE OFFERINGS

Preventative Maintenance

The maintenance contracts we offer will keep your system in optimal condition, while minimizing downtime. At each preventative visit, our highly skilled technicians update each system component, while ensuring all the hardware is functioning without problem. We offer detailed reports on your system to keep you in the loop. The reports include system status and any potential hardware issues that may require additional service.

Digital Systems & Integration automatically schedules routine maintenance visits, and we send out reminders when your next service visit is due. This way you can focus on your business, while having the peace of mind that all your maintenance needs are being taken care of.

“Buy it in Blocks” Prepaid Service

We know you don't plan for technical issues, which is why Digital Systems & Integration offers the ultimate in repair flexibility – the “Buy it in Blocks” program. This program allows you to purchase “blocks” of service hours up front, and you can use those hours as needed throughout the year for unexpected repairs. If you have hours from your block leftover at the end of the year, they will roll over into the following year's contracted service plan with no extra fees.

24/7 System Monitoring Access

We offer 24/7 support and monitoring for your entire network, Wi-Fi, software, and music services. We will maintain all your subscriptions, keeping your system running efficiently. When something is off the grid, we will be the first to know.

Software and firmware updates

After visiting, your technician will determine which components of your audio visual systems are compatible with software and/or firmware upgrades. Please note, this does not include computers or tablets. On occasion, a device may become unresponsive during a firmware upgrade. If this should occur, your technician will contact technical support for the device and begin a repair process immediately.

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