

All New iSupport

At ST Engineering iDirect, we're here to offer you complete peace of mind with our All New iSupport program. Combining the best-in-class support from former programs, Newtec Care Plan and iDirect iSupport, the All New iSupport ensures your network is running at optimum performance with the newest technology and functionality so you can exceed your customers' expectations and improve ROI.

Why should you invest in iSupport?

- Ensure you have a competitive technical edge in today's ever-changing industry
- Maximize your investment ensuring timely and quality delivery of your services
- Reduce your total cost of ownership by selecting your support level
- Protect your CAPEX with predictable yearly operational costs
- Remote system health checks to identify potential service-affecting conditions
- Expedited incident resolution and start of work without undue delay

Main Advantages

Peace of Mind – iSupport gives you complete peace of mind and protection whenever you need it. No more worries that something could go wrong with your network at the worst possible time. Available across every support tier, our global team of experts is available 24/7/365 and dedicated to one goal: having critical incidents resolved as soon as possible.

Exceed Service Level Expectations – With **iSupport**, customers can expect from you what you expect from us: business continuity, rapid responses and resolutions to reported technical issues. With a network always running, you can rest assured knowing you will meet and exceed your customer's target expectations with no worries and a minimized risk of revenue loss. If necessary, extended warranties and advanced hardware replacement protect your CAPEX investment with RMA tracking. For premium subscribers with business-critical services, we also proactively report on our performance against the service level targets to ensure full transparency.

**Global
Coverage**

**Available
24/7/365**

**Expertise
On-Demand**

**Exceed
Expectation**

**Ensure
Continuity**

**Unmatched
Support
Anytime!**

Information On-Demand – Our robust **ST Engineering iDirect Service Desk** portal is a one-stop shop so you can find the answers you need quickly at any time from any device. You can download user manuals and release notes, track-and-trace your repair with an RMA number, check the warranty expiration date of your equipment, upgrade software, and easily contact one of our experts for any help you may need.

Ensured Competitive Advantage – You’re guaranteed to receive timely software updates to ensure your network is fully optimized. You can benefit from our latest feature functionalities through our software updates and upgrades, which allow you to offer your customers leading-edge technology, performance, functionality, and services, giving you a first-to-market and competitive advantage. You’ll also have access to our expert-led training courses on cutting-edge advancements, ensuring that your team is up-to-speed and certified on the latest technologies.

Flexibility with Tiered Plans – **iSupport** offers three service tiers to suit your business needs: **Basic, Enhanced, and Premium**. This allows you to make the right choice for your business, and provides easy annual or multi-year subscriptions with annual payments. You sign up for only what you need, nothing extra..

iSupport At-a-Glance

	Basic	Enhanced	Premium
24x7x365 Expert Technical Support	✓	✓	✓
Access to iDirect Customer Success	✓	✓	✓
Response Time Target on Service Request	✓	✓	✓
Resolution Time Target on Service Request	✓	✓	✓
Software Maintenance and Access to Service Releases		✓	✓
Extended Hardware Warranty		✓	✓
Expedited Repair or Return/Replace		✓	✓
Access to Software Upgrades		✓	✓
Training Seat(s)			✓
Advanced Replacement			✓
Remote Assistance for Software Deployment			✓
Remote Network Audit (Upon Request)			✓
Service Performance Reporting (Upon Request)			✓
Technical Account Manager (TAM)			✓

Contact your ST Engineering iDirect sales representative to find out how you can get the **All New iSupport**

Don't let your network go unprotected; with the All New **iSupport** it's time to get connected with the right expertise to drive tomorrow's services.

