

REVCORD

EVERGREEN PROGRAM

SETTING THE STANDARD FOR
SERVICE AND SUPPORT!

WHAT IS EVERGREEN?

- The Evergreen program has been designed to provide service and support coverage for your recording equipment that exceeds the standards in the industry.
- Includes 24/7 Telephone and Technical Support. Customers can call our toll-free hotline, open a ticket online, and access our technical support portal any time of the day or night for immediate assistance.
- Includes 24/7 System Monitoring Services. RevGuard and RevWatch will monitor the recording equipment 24/7 and alert our support team of any system issues. Our support team will quickly diagnose and resolve any issues reported.
- Includes ALL Version to Version software upgrades. As soon as a new version of Revcord software becomes available you are eligible to receive the new version at no additional cost.
- Provides a level of support which maintains the Revcord recording equipment for optimal uptime and performance.

TELL ME MORE...

- Effective 9/1 the RSSTD coverage option is no longer available for new equipment purchases. As a current RSSTD customer you can keep your current RSSTD coverage with no impact to you, for as long as you want.
- For customers who want to upgrade to the Evergreen Program, Revcord is offering a transition path to upgrade your current coverage to the Evergreen program.
- If your Revcord equipment is currently running version 9.x software, version 10 will be available to you at no additional cost. Our support team will schedule the upgrade with you.
- RevWatch and RevGuard will be configured for your equipment and enabled to begin 24/7 System Monitoring of your system.
- For equipment five years of age or older Revcord is offering a per channel credit to upgrade your current recording equipment. All upgrades and new equipment purchases include Evergreen coverage at no additional cost.



RSPLUSEG INCLUDES:

- 24/7 Support
- 24/7 Access to Support Portal
- 24/7 System Monitoring
- All Software Upgrades
- Equipment Upgrade Discounts
- ALL Revcord Features Included