

Logger Service Metrics

Overview

Revcord is not only revolutionizing your multimedia recording experience we have also revolutionized your service and support experience. Reliable hardware, advances in technology, and the internet have provided efficiencies which have reduced the overall costs to provide services. We believe you (the customer) should enjoy the cost savings not your Logging Recorder supplier. With Revcord's exclusive RevShield Program there is no more confusing and expensive "maintenance contracts."

Service Facts

- All Revcord hardware has an average Mean Time Between Failures ("MTBFs") of more than 5 years backed by the manufacturer's full warranty.
- Over the last three years, we have initiated 1 onsite service call per 1,000 tickets entered.
- Over 99.9% of all service related issues can be handled remotely by our support staff which is available 24 hours a day due to increased hardware reliability.
- Our support program pricing reflects the savings and the true cost of maintenance and support.

Summary Of Programs

- RSSTD: This is the base package and provides for 9 to 5 Help Desk and in version upgrades for all systems.
- RSPLUS: This package and provides for 24/7 Help Desk, Full-time Remote Monitoring, and in version upgrades for all systems.
- RSPLUS-24: In addition to the RSPLUS, the Customer will receive onsite service with a next day response for all systems.
- RSPLUS-4: In addition to the RSPLUS, the Customer will receive onsite service with a four hour response for all systems.