



## PercipiaCare & PercipiaCare PLUS

### Technical Support Program

### What is PercipiaCare?

PercipiaCare replaces the legacy Annual Maintenance Contract (AMC) program while offering the same benefits Percipia clients are accustomed to, like 24/7/365 support, three ways to submit a ticket, bi-annual refresher training, along with discounts on new hardware and software purchases. PercipiaCare is included for all new Percipia clients after the initial go-live.

### What is PercipiaCare PLUS?

PercipiaCare PLUS is a brand new support program that offers faster support response times, deeper discounts on hardware and new software, and includes FREE full software upgrades every 3 or 5 years. PercipiaCare PLUS assigns a dedicated DID to each client. When a hotel calls in a support ticket, the Percipia Support Team will already know the property, the IT contacts, products sold, and network environment and can begin work immediately. PercipiaCare PLUS offers a sense of security, knowing that a property will never have unbudgeted software upgrades in the coming years.



## SUPPORT • DISCOUNTS • UPGRADES



## BENEFITS

	PercipiaCare	PercipiaCare PLUS
Unlimited Service Ticket Requests	✓	✓
Unlimited Bug Fixes	✓	✓
Unlimited Interface Resolution Issues	✓	✓
System Trainings & Refresher Courses	Biannual	Quarterly
Discounted Full Version Software Upgrades	50%	Included - 3 & 5 Year Options
Dedicated Phone Number	✗	✓
Discounted Custom Software Development	10%	20%
System Backups	Annual	Biannual
MSRP Discount on New Hardware	10%	20%
Discounted New Software Purchases	20%	40%



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### Technical Support Program

## FAQ'S

### Q: What if a support engineer can't resolve my issue?

A: If a Percipia Support Engineer cannot resolve the case, we will assign the ticket to a Percipia Developer Engineer to fix it; this engineer is from the same department that created the products.

### Q: How often do I receive upgrades with PercipiaCare PLUS?

A: PercipiaCare PLUS comes in two options, a three-year and five-year upgrade intervals; costs vary based on the selected upgrade schedule.

### Q: Do I need to purchase PercipiaCare immediately after installation?

A: No, every new client receives one free year of PercipiaCare. PercipiaCare will activate after go-live and will last one calendar year. After the first year, you may elect to stay with PercipiaCare or upgrade to PercipiaCare PLUS. If you want PercipiaCare PLUS after go-live, you may do so by paying the difference.

# COVERED PRODUCTS



### Frequency PBX

A reliable and cost-effective IP phone system designed specifically for the hospitality industry.



### Frequency Stratus

Improved cloud-based solution by Percipia. Frequency Stratus is Percipia's industry leading on-premise telephony system in the cloud.



### Frequency Operator

An enhanced one-click touch add-on for Frequency PBX that enables call management efficiencies, increasing systematic operations.



### Frequency Connect

An essential mobile and desktop application for Frequency PBX that allows professionals to take calls on the go.



### Parallax

Industry-leading hospitality interface gateway that supplies a comprehensive suite of features to your existing property management system (PMS).



### Master Parallax

Master Parallax is your go-to tool for managing multiple Parallax systems. View all guest's check-in at all properties and offer all Parallax features. Master Parallax integrates any number of properties from two and up.



### Precision VM

A versatile voice mail system that moves with the guest no matter how many times they change rooms.



### Informant CAS

User-friendly call accounting software (CAS) developed for the hospitality industry.



### Latitude Mobile

The latest advancement in mobile applications for the hospitality industry.



### Latitude AIO

When telephony marries mobility, you enhance your property with the ultimate guest experience.



### Latitude DS

Create custom hospitality centric digital signage outside your guestrooms and in the lobby.



### VIVA

A hospitality integration platform with Alexa for Hospitality.

# WAYS TO SUBMIT A TICKET:

**WEBPORTAL**



- PercipiaCare PLUS
- PercipiaCare

**EMAIL**



- PercipiaCare PLUS
- PercipiaCare

**PHONE**



- PercipiaCare PLUS
- PercipiaCare

**NEW EXCLUSIVE DEDICATED DID PHONE NUMBER**



- PercipiaCare PLUS