

SmartVu®

SLA (Service Level Agreements)



Comprehensive support for BoldVu® Displays

When technical issues occur that may disrupt business continuity, and on-going advertising, network operators are under intense pressure to get the display back up and running as quickly as possible. SmartVu® SLA Services facilitates issue resolution via robust management / monitoring tools, expert technical support, and professional services.

With SmartVu® you can expect to:

- Gain deep visibility into the status of your displays
- Allow automated monitoring and alerts / notifications
- Resolve issues faster
- Reduce operational costs
- Maximize display up-time

SmartVu® SLA Levels

Beyond the Basic Warranty, SmartVu® is available in two levels, *SmartVu® Gold* and *SmartVu® Platinum*.

SmartVu® Gold - a self-service model that provides access to proactive monitoring services, personalized technical support, customized training, Individualized Alerts, Zendesk Ticketing and online tools for monitoring and managing an entire display network.

SmartVu® Platinum - all the benefits of SmartVu® Gold with the added advantage of On-Site Field Service.

Highly trained and professional Field Service Technicians dispatched to the Customer's installation sites. SmartVu® Platinum Level Service ensures the Display is maintained for the lifetime of the SLA term.

Recommended Spare Parts

If no SmartVu® SLA is selected, and just the Basic Warranty is chosen, we will then provide a list of critical parts that we recommend you purchase and maintain in your local stock for faster part replacement and improved uptime.



SmartVu® Gold

MANAGED SERVICE LESS ON-SITE SERVICE

Use a web-based management tool, SmartVu® Portal, to monitor and manage your BoldVu® displays. View individual displays or a network of displays, adjust system settings, and open support tickets using your own professional staff.

Customer may choose Gold Level within a 2 - 5 Year (Maximum) Time Frame



SmartVu® Online Support Center

The SmartVu® Support Center is a self-service knowledge library with hundreds of support articles, downloads, videos and other resources for learning more about your BoldVu® displays, including:

- Installation/Technical Manuals
- Troubleshooting Guides
- Part Replacement Instructions
- Display Settings
- Product Tutorials
- Customized Videos
- Zendesk Ticketing Instructions
- Online SmartVu® Handbook

SmartVu® Portal

SmartVu® Portal presents the most pertinent indicators of display health and performance in an easy to read dashboard.

Monitor multiple parameters providing:

- Video On/Off Status
- Connectivity Status
- Actual Display Brightness
- System Run Time
- Power Usage
- Ad Visuals in Real Time
- Fan Speeds
- Door Open/Close Status
- Board Temperatures
- Display Events/Incidents
- Business Intelligence Reports
- Access to Sensor Graphs

Proactive Monitoring

The Network Operations Center (NOC) monitors your displays 24/7. Proactive Monitoring means our NOC actively observes your display population and proactively reaches out to avoid potential problems. If repairs are needed, our NOC will offer personalized attention to your Team. If parts are required, we provide free Express Shipping both ways (*see details).

Custom Email Alerts

The NOC also designs Customized Email Alerts based on your needs and requirements. We discuss your specifications and set up Customized Email Alerts to meet them.

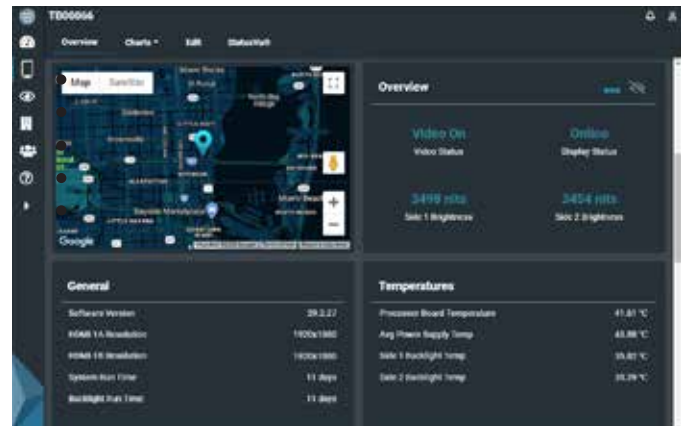
Personalized Training at our Manufacturing Facility

ONE (1) training session per calendar year of the SLA. Hands-on instruction during the assembling of your displays. Customized instruction for your Team that includes a full component overview, individualized SmartVu® Portal training and an overview of the MRI Online Support Center. Live Stream training arranged upon request.

Call Center Technical Support (US/Europe/Australia)

Our NOC Call Center is available 24/7/364 by phone and email to help address questions, support issues, and process replacement parts orders - all to make sure your systems remain operational and online.

Our Support Agents are based in the United States, Europe and Australia.



Note: remote connectivity to controller ports 7100 and 443 required for display monitoring. Login information required for media player updates. Diagnosis and resolution of problems related to software installed by customer not included. Malicious software protection, detection, or removal not included.

*Free parts replacement shipping includes all internal components (list provided upon request). If a complete Side Assembly or Vandal Door requires replacement, shipping fees may apply.

SmartVu® Platinum

MANAGED SERVICE PLUS ON-SITE SERVICE

Our highest level of Managed Service.

Enjoy all the Benefits of SmartVu® Gold Level Service, PLUS the added benefit of On-Site Field Service. SmartVu® Platinum Level Service provides professionally trained Technicians dispatched to your BoldVu® displays. [Customer may choose SmartVu® Platinum Level Service within a 2 - 10 Year \(Maximum\) time frame](#)



SmartVu® On-Site Field Service

Highly trained and professional Field Service Technicians dispatched to the Customer's installation sites.

SmartVu® Platinum Level Service ensures the Display is maintained for the lifetime of the SLA term, by specially trained and certified Field Technicians.

Commitment for the lifetime of the SLA.

Certified technicians are scheduled and supported in the repair or replacement of damaged or faulty parts and components at the display site.



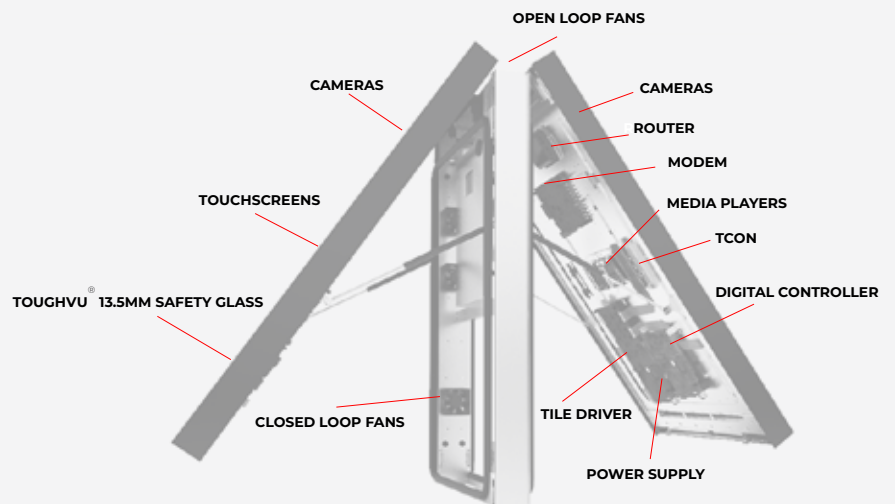
Service Access Module (SAM®)

Service Access Modules engineered for onsite field service access in the deployed position. The modular design allows for fast and easy component change-outs.

Field Service Technicians provide the replacement part, and all necessary tools and materials.

Following all required site guidelines for a service call, the area is safely barricaded, the unit is powered down, and replacement completed.

Field Technicians are in constant contact with NOC to provide feedback and real time updates to customers.



Dedication and Commitment

When there are multiple components that can be the root cause of the issue, and when it's discovered that hardware is the problem, onsite service may be necessary.

SmartVu® On-Site Field Service simplifies and accelerates the resolution of hardware issues through highly-skilled technicians and engineers that are kept on call in close proximity to your display network.

Trained and certified personnel perform field services rapidly and efficiently to get your systems back online quickly.

	Standard Warranty	SmartVu® Gold	SmartVu® Platinum
Warranty Full coverage during the SLA Term (2-10 Years). All Manufacturer's Defects Covered.	X	X	X
Installed Firmware Updates Professionally administered by our NOC Technicians.	X	X	X
Technical Support (Phone / Email) (Atlanta) M-F, 8am - 4pm (London) M-F, 9am - 5pm (Sydney) M-F, 9am - 5pm	X		
Technical Support (phone / email) 24 / 7 / 364 Worldwide*		X	X
Replacement Parts Customer provides account number and delivery speed required. Part is shipped in reuseable packaging. We provide a pre-paid packing slip for return shipping within a 10 day time frame (if Part is returned after 10 day window, cost of part will be incurred by Customer). MRI pays freight for replacement.	X		
Replacement Parts Free Express Shipping both ways.		X	X
Proactive Monitoring & Managed Services Preemptively monitor displays, proactively alert Customers of any potential problems, provide active voice and email support, with remote issue resolution or if required, personalized support.		X	X
SmartVu® Personalized Alerts, Sensor Graphs, Advertisement Visuals, Business Intelligence Reporting.		X	X
Customer Portal Enables accessing and monitoring of the entire display network from one central webpage.		X	X
Personalized Training In-Person training session during build time frame at our manufacturing facility. Customer's Team trained on servicing BoldVu® displays, use of the SmartVu® Portal, as well as the SmartVu® Support Center.		X	X
On-Site Field Services Professionally administered by MRI or authorized service organizations & technicians (in accordance with the BoldVu® Owner's Technical Manual). Responsiveness within TWO (2) Business Days.			X

*Excludes Christmas Day (December 25).

Services managed by others must be performed in accordance with the BoldVu® Owner's Technical Manual.

Platinum Level Customers are not to perform any on-site service without prior authorization.

Subject to change without prior notice. Please contact your sales representative for the latest product information.