

CARE

Keeps everything rolling smoothly



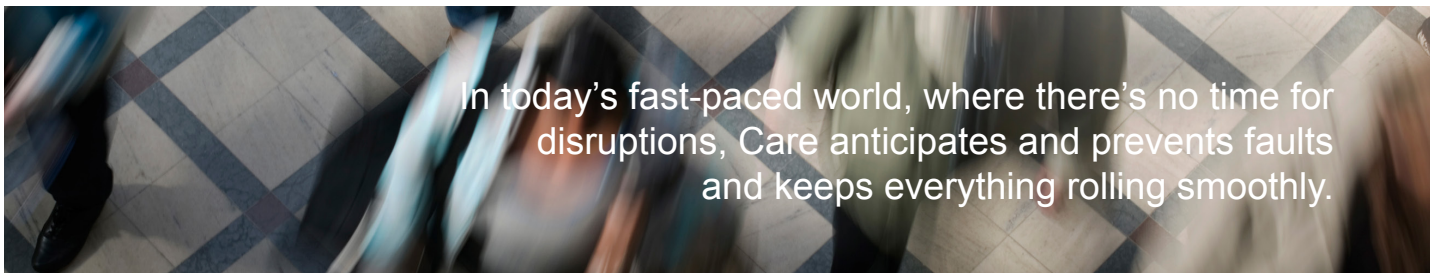
No time for disruptions

Think of Qmatic Care as your own personal enthusiastic tech buddy

In fact, think of it as an entire team of resourceful developers and proactive technicians, all dedicated to optimizing and streamlining your customer journey management system.

Constantly hard at work on things like technical updates and security upgrades, Care anticipates and prevents potential disruptions and ensures nothing can jeopardize the customer experience.

Care and Orchestra are the perfect fit, and together they keep everything rolling smoothly.



In today's fast-paced world, where there's no time for disruptions, Care anticipates and prevents faults and keeps everything rolling smoothly.

Qmatic keeps it simple

The customer journey can be complex, but Qmatic keeps it simple. Our precision engineered hardware and software streamline every step of the customer journey, from self-service kiosks and online booking modules to interactive administration, control and support tools, statistical

analysis systems and business intelligence modules. And Care is always there, optimizing your system, preventing potential disruptions and ensuring nothing jeopardizes the customer experience. Together, Orchestra and Care are the perfect fit.



Whatever your industry

Care ensures your system is always optimized and working perfectly.

So which Care plan should I choose?

We offer three main Care plans: Care Base, Care Plus and Care Premium, as research and experience has shown us that different organizations and industries have very diverse needs when it comes to support and maintenance.

CAREBase

Qmatic Care Base offers a foundational level of support and keeps everything rolling.

- ▶ **Specialist email support**
Response times will depend on your SLA (Service Level Agreement)
- ▶ **Software maintenance**
Technical updates, security updates, system performance enhancements, etc.
- ▶ **Version updates**
Updates to your existing software version, such as new features and improvements.

CAREPlus

Our most popular plan, Qmatic Care Plus, is the natural choice for most organizations.

- ▶ **Specialist email support**
Response times will depend on your SLA (Service Level Agreement)
- ▶ **Software maintenance**
Technical updates, security updates, system performance enhancements, etc.
- ▶ **Version updates**
Updates to your existing software version, such as new features and improvements.
- ▶ **Specialist telephone support**
Response times will depend on your SLA (Service Level Agreement)
- ▶ **New software upgrades**
Completely new software upgrades, as and when they are developed and released.
- ▶ **Industry-specific technical support**
Direct contact with technical expertise in your specific field and/or industry.
- ▶ **Offsite system optimization audit**
During year 1, your entire system is reviewed and audited remotely by our technicians, to identify areas for improvement.

CAREPremium

Our Qmatic Care Premium plan is ideal for customers with slightly higher demands, for example, organizations with more time-critical systems.

- ▶ **Specialist email support**
Response times will depend on your SLA (Service Level Agreement)
- ▶ **Software maintenance**
Technical updates, security updates, system performance enhancements, etc.
- ▶ **Version updates**
Updates to your existing software version, such as new features and improvements.
- ▶ **Specialist telephone support**
Response times will depend on your SLA (Service Level Agreement)
- ▶ **New software upgrades**
Completely new software upgrades, as and when they are developed and released.
- ▶ **Industry-specific technical support**
Direct contact with technical expertise in your specific field and/or industry.
- ▶ **Offsite system optimization audit**
During year 1, your entire system is reviewed and audited remotely by our technicians, to identify areas for improvement.
- ▶ **Onsite system optimization audit**
During year 1, your entire system is reviewed and audited on site by our technicians, to identify areas for improvement.
- ▶ **Customer journey analysis**
Our Orchestra experts carry out a stage one review of your entire customer journey management.
- ▶ **Early adopter input**
Opportunity to beta test the latest Qmatic software, be an early adopter and influence the development of future products and services.

CARESelect Selected for your specific needs

In addition to the three main Care plans, we also offer our bespoke Care Select plan – example Hardware replacement program, customization, consulting, etc.

Call your local Qmatic representative to discuss your needs.

Find out more?

www.qmatic.com/orchestra

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