

PROACTIVE MAINTENANCE · ENHANCED PERFORMANCE · RELIABILITY

AIS RealTime's System Maintenance Agreement (SMA) is designed to ensure that your Real-Time Location System (RTLS) remains optimized, secure, and fully operational. Our proactive maintenance, dedicated technical support, and structured compliance measures help reduce downtime and increase efficiency.

Why Choose AIS RealTime SMA?

- ✓ **Proactive Maintenance** - Minimize disruptions and optimize performance
- ✓ **24/7 Monitoring & Support** - Ensure system uptime and quick issue resolution
- ✓ **Compliance-Driven Services** - Regulatory support for healthcare environments
- ✓ **Scalable Support Plans** - Tailored maintenance options to fit your facility's needs
- ✓ **Cost Predictability** - Fixed pricing for easy budgeting and operational planning

KEY SMA SERVICE COMPONENTS

SYSTEM MAINTENANCE & UPGRADES

- ✓ Regular firmware & software updates to keep your system current
- ✓ Scheduled infrastructure health checks to prevent failures
- ✓ Hardware lifecycle tracking for optimized replacement planning
- ✓ Remote diagnostics & proactive alerts to detect issues before they escalate

TECHNICAL SUPPORT & TROUBLESHOOTING

- ✓ 24/7 remote support with priority response for critical issues
- ✓ Comprehensive troubleshooting with root cause analysis
- ✓ Secure server access options for seamless remote interventions

BATTERY & DEVICE MANAGEMENT

- ✓ Automated battery health monitoring & replacement scheduling
- ✓ Eco-friendly battery disposal & sustainability initiatives
- ✓ Preventative tag & infrastructure inspections to ensure device longevity
- ✓ Detailed usage reports & analytics for operational insights

COMPLIANCE & RISK MANAGEMENT

- ✓ Regulatory compliance assistance (Joint Commission, NIST, CDC)
- ✓ Audit-ready reporting & historical performance data
- ✓ Real-time environmental monitoring & NIST-certified calibration support
- ✓ Security measures to prevent unauthorized access & cyber threats

TAILORED SUPPORT PACKAGES

AIS RealTime offers flexible SMA plans to fit your operational and compliance needs.

ESSENTIAL SMA (Standard Offering)

- ✓ Quarterly system reviews & proactive updates
- ✓ 8x5 remote support with guaranteed SLAs
- ✓ Battery replacement monitoring & alerting
- ✓ Access to knowledge base & self-help resources

ADVANCED SMA

- ✓ All Essential SMA services plus:
- ✓ 24/7 critical issue response with priority escalation
- ✓ Comprehensive device & infrastructure audits
- ✓ Dedicated Technical Account Manager (TAM)

ENTERPRISE SMA

- ✓ All Advanced SMA services plus:
- ✓ Unlimited emergency on-site visits
- ✓ Custom integration support for third-party applications

COST & AGREEMENT STRUCTURE


Our SMA pricing is structured for cost predictability and operational flexibility. Discounts are available for long-term agreements and large-scale deployments.

- ✓ Customizable contract lengths with multi-year discounts
- ✓ Fixed-fee structure for easy budgeting
- ✓ Annual fee adjustments based on device usage & expansions
- ✓ Flexible renewal terms with the option for auto-renewal

GET STARTED WITH AIS REALTIME

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AIS RealTime – Your Trusted RTLS Partner for Optimized Healthcare Operations.