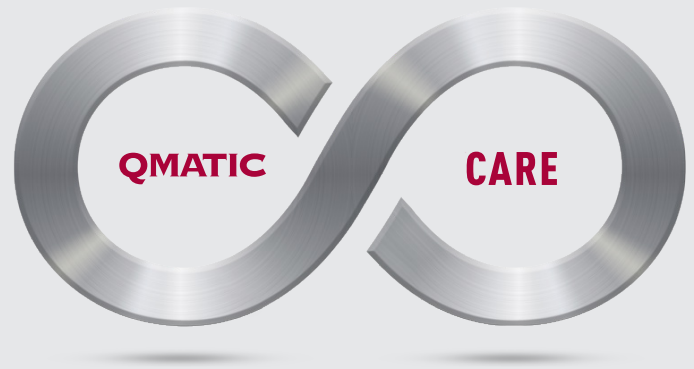


CARE

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.

Qmatic Care keeps 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.

Software support



Unlimited access to the Qmatic Support Portal

Receive unlimited access to the Qmatic Support Portal. Clients can report issues using this online system and track the status until resolution. You can access the Support Portal 24/7.

Service levels plans

With a Qmatic Care Agreement service levels are in place for response- and target net resolution times, based on the problem severity. To simplify we have created three packages which you can choose from: Qmatic Care **Base** – **Plus** – **Premium**.

Free version updates and new releases keep you current

When you have chosen one of the main Care packages you will receive all new version updates with new features and improvements. For clients that choose Qmatic Care **Plus** or **Premium**, we also include all new software upgrades that give you the latest developed enhancements and improvements. Eventual need of implementation support and training are an additional fee.

System optimization audit

Clients that choose Qmatic Care Premium can also use the service System Optimization audit. Once per year your entire system is reviewed and audited by our technical consultants, to identify areas for improvement.

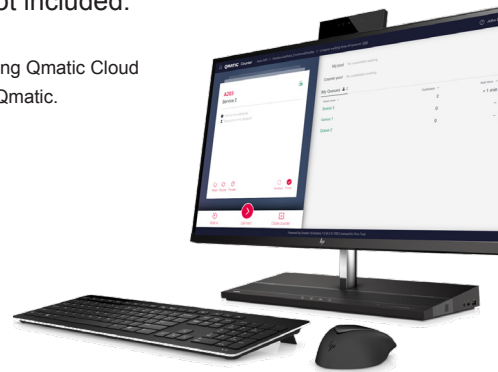
eLearning – make the most of your system

Care Plus and Premium include Level 1 of Qmatic eLearning, an invaluable online resource to make sure that you optimize your work and get the most out of your Qmatic solution. Hone and refresh existing skills, or develop new ones. Also, eLearning makes onboarding new staff fast and convenient.

Non-production software

Prior to deployment into the field, many IT best practices include regression testing to verify any changes to configuration or to test new releases in non-production environments. In addition, many clients wish to have a dedicated training environment for their staff. Under the Qmatic Care Agreement, Orchestra customers are entitled to software licenses for up to two non-production environments. Professional services not included.

Not available for free to clients using Qmatic Cloud Solutions or Managed Service by Qmatic.

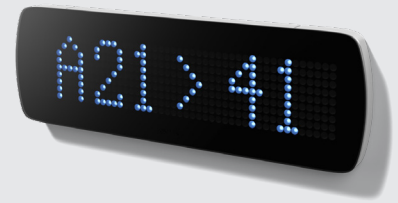


Unlimited Access
to the Qmatic
Support Portal

24/7

Hardware service

Secure your investment against unplanned breakdowns of your hardware, years to come.



Unlimited access to the Qmatic Support Portal

Receive unlimited access to the Qmatic Support Portal. Clients can report issues using this online system and track the status until resolution. You can access the support Portal 24/7.

With an active Hardware Care program, you will get

- ▶ Free access to new firmware releases
- ▶ Priority client Technical Support
- ▶ Overall lifecycle costs
- ▶ Onsite repair service when required
- ▶ Experienced Qmatic certificated Technicians
- ▶ Replacement program
- ▶ Spare parts and repair costs is included
- ▶ Minimize downtime
- ▶ Peace of mind

Service levels plans

With a Qmatic Care Agreement service levels are in place for response- and target net resolution times, based on the problem severity. To simplify, the Software support package you choose will automatically connect to correct Hardware support package, i.e. Qmatic Care **Base – Plus – Premium**.

Replacement program

Depending on the case, Qmatic will send a Technician to your location(s) to address the issue or replace the equipment via express delivery. With Qmatic Hardware Care, repair or replacement costs are completely covered.



With Qmatic Hardware Care repair or replacement costs are completely covered



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.

SOFTWARE CARE

- **Transparent Support case system**
Clients can report issues using an online system and track the status until resolution. You can access the support Portal 24/7.
- **Software maintenance**
Technical updates, security updates, system performance enhancements, etc.
- **Version updates**
Updates to your existing software version, such as new features and improvements.

HARDWARE CARE

- **Priority client Technical Support**
If something happens you will get support from experienced Qmatic certificated Technicians.
- **Onsite repair service**
Depending of severity, Qmatic either send technical support to your location/s or use the Replacement program.
- **Replacement program is included**
replace your hardware with equal item. In urgent cases this is done with Express shipping.
- **Spare parts and repair costs is included**

SLA TIME

- Good

CAREPlus

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

SOFTWARE CARE

- **Transparent Support case system**
Response time will depend on your SLA (service Level Agreements)
- **Software maintenance**
Technical updates, security updates, system performance enhancements, etc.
- **Version updates**
Updates to your existing software version, such as new features and improvements.
- **New software upgrades**
Completely new software upgrades, as and when they are developed and released.

HARDWARE CARE

- **Priority client Technical Support**
If something happens you will get support from experienced Qmatic certificated Technicians.
- **Onsite repair service**
Depending of severity, Qmatic either send technical support to your location/s or use the Replacement program.
- **Replacement program is included**
replace your hardware with equal item. In urgent cases this is done with Express shipping.
- **Spare parts and repair costs is included**

ELEARNING

- **Level 1 of Qmatic eLearning**
This invaluable online resource makes sure that you optimize your work and get the most out of your Qmatic solution.

SLA TIME

- Better

CAREPremium

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

SOFTWARE CARE

- **Transparent Support case system**
Response time will depend on your SLA (service Level Agreements)
- **Software maintenance**
Technical updates, security updates, system performance enhancements, etc.
- **Version updates**
Updates to your existing software version, such as new features and improvements.
- **New software upgrades**
Completely new software upgrades, as and when they are developed and released.
- **Offsite system optimization audit**
Once per year your entire system is reviewed and audited by our technical consultants, to identify areas for improvement.

HARDWARE CARE

- **Priority client Technical Support**
If something happens you will get support from experienced Qmatic certificated Technicians.
- **Onsite repair service**
Depending of severity, Qmatic either send technical support to your location/s or use the Replacement program.
- **Replacement program is included**
replace your hardware with equal item. In urgent cases this is done with Express shipping.
- **Spare parts and repair costs is included**

ELEARNING

- **Level 1 of Qmatic eLearning**
This invaluable online resource makes sure that you optimize your work and get the most out of your Qmatic solution.

SLA TIME

- Best

EVENTUAL NEED OF IMPLEMENTATION SUPPORT IS NOT INCLUDED

Find out more?

www.qmatic.com/products/care

QMATIc