

Global Interactive Solutions Maintenance Agreement



Take the Proactive Approach with Global Interactive Solutions' Service Agreement

Video Conferencing has become a mission critical application. Today, more than ever, it is important to protect your video conferencing investment. A Global Interactive Solutions (GIS) Service Agreement means investment protection, optimum performance and the most up to date software providing the latest enhancements and feature sets.

With a GIS Service Agreement, you can gain piece of mind with end to end protection covering the videoconferencing system and peripherals, including any license keys such as multi-point capability, People & Content, and any ISDN modules or peripherals such as microphones, remote controls and cameras. Also covered are all software upgrades and enhancements. Video Conferencing is a key part of the business operation and as such, the manufacturers are continually adding features and functionality that can only be applied to the system if the system is under maintenance.

A Valid agreement provides investment protection against costly hardware failure. This protects your videoconferencing system and peripherals, including any license keys such as multi-point capability, People & Content, and any ISDN modules or peripherals such as microphones, remote controls and cameras. Also covered are all software upgrades and enhancements. Video Conferencing has become a critical business application and as such, the manufacturers are continually adding features and functionality that can only be applied to the system if the system is under maintenance.

A valid Service Agreement covers:

- Overnight Express Part Replacement via FedEx Priority Overnight
- Pre-Paid Shipping Both ways
- Return Shipping box included
- Never be without working equipment for more than a business day
- Software updates and upgrades – increase capabilities, features, compatibility and security
- Toll-free telephone technical support (9:00 a.m. to 5:00 p.m. EST)

CONNECTING THE WORLD

Mobility. Compatibility. Simplicity.