



BroadSign Services

What We Deliver

With our Software as a Service offering, we have already invested into the infrastructure to provide the most reliable network in the world – so you wouldn't have to. The *BroadSign™ Suite* allows you to concentrate on your core business and not worry about the back end.

The following services are provided within our monthly pricing model:

Hosting

BroadSign™ Suite servers are hosted in a world class data center. Our data center uses redundant gigabyte Internet connections, is located in a secure environment, with multiple power backup and data backup systems. Hosting is always included in SaaS model fees for the duration of the contract.

Software Maintenance

BroadSign's Support specialists will intervene when necessary to correct any software malfunction.

Updates

This service will make sure that that you will continue to receive new software features and enhancements. Some of the updates will be executed through the Automatic Upgrades feature (remotely).

Host Monitoring

Host monitoring focuses on *BroadSign Player* "health". Using *BroadSign Administrator* you can specify a list of contacts who will be notified of any changes in the state of all *BroadSign Players* on your network.

Help-Desk

Our support department can help resolve problems related to the *BroadSign™ Suite* software via email or by phone.

Additional Services

Training

We offer training services at one of our facilities. BroadSign's training features small classes and hands-on learning. Students are certified upon passing a test.

Hardware Certification

BroadSign will test a playback PC's hardware and software. The hardware will be stress-tested and playback of all supported types of content will be verified. A certification report will be provided to the customer.

BroadSign Suite Network Services

BroadSign's Support staff can help you logically organize networked displays in the *BroadSign™ Suite* system. This allows you to get started faster and concentrate more on your core business.

Host Surveillance

Host Surveillance offers reactive problem diagnostics by *BroadSign™ Support* for monitored *BroadSign Players* in addition to Host Monitoring.

Customized Service Programs

Available upon request.

For more information please contact us at: welcome@broadsign.com
web site: www.broadsign.com