



MANAGED SERVICE

We offer a Managed Service package as part of our award-winning TRBOCALL modular platform, where you benefit from access to the latest technology, expert engineering services, and dedicated aftersales support, all rolled into one monthly payment across a 36 or 60 month period - with no price increases for the duration of the contract.

Designed around you

We work with you to design a Managed Service via our award-winning TRBOCALL modular platform which lets you combine the right hardware, accessories, software, features, infrastructure, and service wrap.

TRBOCALL gives you the flexibility to choose the elements that suit your individual needs, so you pick exactly what you require, whether it's just hardware or a combination of all modules, and we do the rest.



Key benefits of Managed Service

- Spread the cost of payments**
You make one monthly recurring payment that's spread across your 36 or 60-month period. All your hardware, accessories, software, features, infrastructure, and service wrap is factored into the cost.
- Access to the latest technology**
Hiring your radios means we can future-proof your fleet by always making sure you have the latest models and technology available during your contract and beyond if you renew your partnership with us.
- Expert maintenance support**
We offer preventive, reactive, and remote maintenance support - aligned to pre-agreed SLAs. This includes an annual site visit as standard, business-hours technical advice, 24-7-365 on-call support*, and remote monitoring and programming services.
- Accidental repair cover**
You benefit from extended warranty, or extended warranty with accidental damage cover, that will last for up to five years**
- Budget with confidence**
We guarantee that you will not experience any price changes during the entirety of your 36 or 60-month contract.

* 24-7-365 on-call support is an optional extra and not included as standard like the annual maintenance site visit.

**Extended warranty and extended warranty with accidental damage cover is factored into your monthly cost, but you can choose to have standard cover. All radios come with a two-year warranty as standard, but accidental damage won't be accounted for.



SERVICE COMPARISON

As an ultra-smart communication solutions provider, we know that one size doesn't fit all. Everyone has different requirements and different budgets, that's why we offer a Managed Service that is tailored around you. Below you will find a handy comparison between this and making a direct purchase.



MANAGED SERVICE

What's included

- Enhanced warranty
 - covers defect and wear & tear repairs

OR

- Enhanced warranty plus
 - covers defect, wear & tear, plus accidental damage
 - next-day turnaround
- Software upgrades (5 years)
- Preventive maintenance
- Reactive maintenance
- Telephone support (5 years)
- Remote system health-check monitoring
- Remote handset programming
- Ofcom licence management
- Inclusive delivery



DIRECT PURCHASE

What's included

- Manufacturer standard warranty (2 years)
 - covers manufacturer defect repairs
- Software upgrades (2 years)
- Telephone support (2 years)



SERVICE SUMMARY

Our Managed Service allows you to benefit from an ultra-smart digital two-way radio system without the hassle and complexity of implementing and maintaining the system yourself.

You also have the flexibility of choosing the right solution for your business, whilst spreading the cost of payments and benefitting from expert engineering support and a dedicated aftersales service.

WHAT MAKES US STAND OUT

AWARD-WINNING MODULAR PLATFORM

- We offer a Managed Service thanks to our award-winning TRBOCALL platform
- Which is recognised on a global scale by Motorola Solutions for its innovation
- It's cloud-based so you get access to the latest technology at an affordable price
- Without the need for us to make site visits for radio programming and firmware updates (that would normally incur additional costs).

SUITED TO DIFFERENT BUDGETS

- We know that one size doesn't fit all when it comes to budgets
- That's why we let you choose the right hardware with the right accessories, software, features, infrastructure, and service wrap
- And package it all together with just one monthly payment to make over a 36 or 60-month period.

EXPERT ENGINEERING SUPPORT

- Preventive maintenance as standard
- Comprehensive site survey that identifies any blackspots for coverage
- Recommendations made and implemented to give you the best coverage possible for your site or grounds.

DEDICATED AFTERSALES

- Business-hours telephone support from our Service team
- Expert technical support and advice relating to your service and solutions
- Always on hand to help you with any issues, additional services and support, and contract renewals.