

Ultimate peace of mind

with Barco EssentialCare service pack



Your benefits

- Expert support
- Long product lifetime guaranteed
- Shorter response time
- Operational cost predictability

Your reputation is our priority

Your customer's visualization solution was a big investment and that's why it deserves the best possible treatment. With our EssentialCare service pack, we offer maintenance and support services to help you solve issues faster, so you can live up to your customer expectations.

EssentialCare is designed to help you maximize the uptime of your customer's mission-critical systems while keeping support and maintenance costs under control.

Meet EssentialCare

- Support duration – up to 5 years and longer for RPC video walls
- Support services
 - e-portal to log incidents and access our extensive knowledge base
 - Priority business hour helpdesk
- Hardware coverage
 - Advance swap service
 - Express shipment
 - Firmware updates
- Software coverage
 - Updates, bug fixes, security patches
 - HW/SW compatibility guarantee
- Video wall Management Suite Monitor

Your benefits

Peace of mind with long term support

- Up to 5 years support available on all products
- Up to 10 years support available for rear projection cubes
- Direct support from Barco service engineers
- Increased success rate of first intervention

Speed up response time to maximize end-user's system uptime

- Issue priority handling with 1-hour response time
- Full-time access to self-help web portal
- Advance swap and express shipment of replacement parts
- Firmware and software always up to date to perform at best

Increase service revenue and keep costs under control

- Reduce spare parts inventory costs
- Upgrade systems cost-effectively
- Avoid non-budgeted support and maintenance costs
- Easy parts return process

Upgrade to EssentialCare Pro

For the critical operations applications that require permanent attention and premium support, EssentialCare can be upgraded to EssentialCare Pro with the optional Pro pack. The "Pro" upgrade is the perfect choice when you want to rely on Barco expertise to fully support your customer.

24/7 HELPDESK

Barco expert helpdesk available around the clock to support you or the end-user.

FIRST LINE SUPPORT

End-users' calls can be forwarded directly to Barco's expert helpdesk

PREVENTIVE MAINTENANCE

One visit per year by a Barco Customer Service Engineer who will check and maintain your equipment to sustain the best performance.

ON-SITE ASSISTANCE

In the unfortunate event that something would fail anyway and cannot be remotely fixed, a Barco Service engineer will be on-site by the next business day.

Introducing Video wall Management Suite

Video wall Management Suite is Barco's cloud-based connection platform that allows integrators to view critical information from their entire installed base of video walls from a central location. The user-friendly platform is accessible from any device with internet access, whether it's a laptop, tablet or mobile phone. The Video wall Management Suite data can be easily combined with the users' own tools and process. The state-of-the-art security system ensures complete data protection, thanks to the encrypted communication.

Key values:

- Manage the complete installed base from a central location
- Offer lower and predictable operational costs
- Ensure faster and more effective troubleshooting
- Increase customer satisfaction
- Drive productivity

Would you like to know more about this solution?
Then visit barco.com/wallconnect-cloud.

M00956-R00-0221-SB | Last updated: February 2021

The information and data given are typical for the equipment described. However any individual item is subject to change without any notice.
The latest version of this brochure can be found on www.barco.com. All specs mentioned in this brochure are in accordance with ISO 21118 standards.