

Work smarter, not harder

with Barco SmartCare service pack



Your benefits

- Higher operational efficiency
- Maximized system uptime
- Overall improved experience for partners and end-users
- Grow profitable and recurring service revenues

Helping our Partners do more, with less

The Barco SmartCare services combine the benefits of premium maintenance and support services with those of our cloud-based remote monitoring and management platform for video walls "WallConnect Cloud" in order to help our Partners reduce service costs while meeting even the most stringent SLAs.

The SmartCare service pack applies to all the Barco products, so that you only need one service contract for one system. This ensures a consistent coverage and support level across the installation.

Meet SmartCare

- 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
 - 1 hour response time
- Hardware coverage
 - Advance swap service
 - Express shipment
 - Firmware updates
- Software coverage
 - Updates, bug fixes, security patches
 - HW/SW compatibility guarantee
- WallConnect Cloud Diagnose
- On-boarding support

Your benefits

Increase operational efficiency and reduce costs

- Diagnose and fix issues remotely
- Reduce the need to travel on-site
- More accurate issue diagnostic
- Save spare parts inventory costs
- Rely on Barco for first line support and field interventions

Improve customer satisfaction

- Proactive issue detection and resolution
- Faster problem solving
- 24/7 priority access to Barco experts
- Firmware and software always up to date to perform at best
- Predictable budget

Develop and diversify service offer

- Offer more competitive SLAs thanks to the capabilities of WallConnect Cloud
- Manage renewal of customers' maintenance contracts from the WallConnect Cloud dashboard
- Leverage product technical and usage insights to offer new services

Upgrade to SmartCare Pro

For the critical operations applications that require permanent attention and premium support, SmartCare can be upgraded to SmartCare 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 WallConnect Cloud

WallConnect Cloud 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 WallConnect Cloud data can be easily combined with the users' own tools and processes.

The state-of-the-art security system ensures complete data protection, thanks to the encrypted communication.

Key values:

- Enables issue prevention
- Generates insights into product usage and adoption
- Improves workflow efficiency
- Remote issue diagnosing - save costs by reducing on-site interventions
- Intelligence into end-user's fleet
- Manage maintenance contracts

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

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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.