

# ClickShare

## CONFERENCE



### **SmartCare**

Why register?

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# ClickShare Conference includes SmartCare

## 5-year coverage



5-years hardware coverage is provided with every ClickShare

## 5-year analytics included



A 5-year analytics and insights subscription via XMS Cloud provided with every ClickShare

## Increased service levels



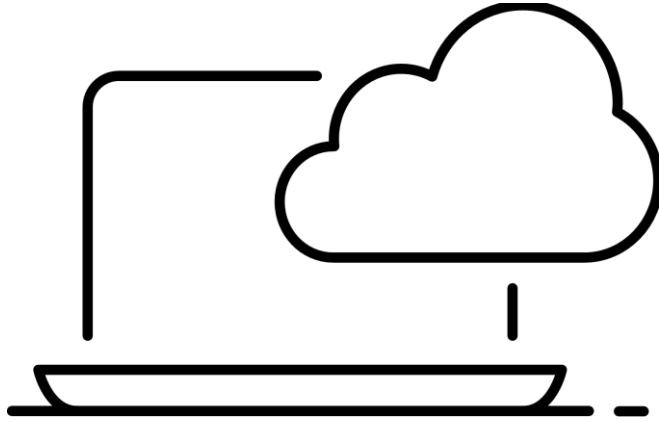
Advanced swap & priority access to the helpdesk via a Barco authorised partner

## XMS Cloud



Manage a fleet of ClickShare's remotely via the XMS Cloud Management Platform

# XMS Cloud & SmartCare go hand in hand

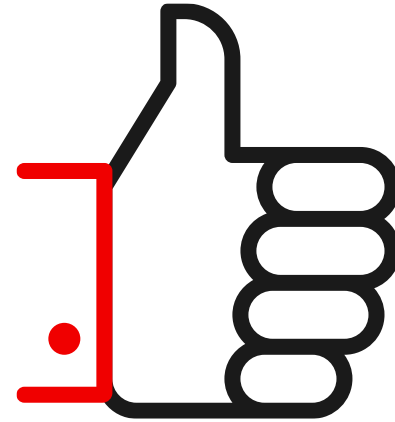


**XMS Cloud** as a service tool for Barco and its partners offers central and remote capabilities to:

- access
- update
- configure
- troubleshoot

a customer's install base.

Through insights and analytics on room and equipment usage, the device and specific features are accessible via XMS cloud to optimize the installation



**SmartCare:** Barco and partners working together to offer better service levels to their customers

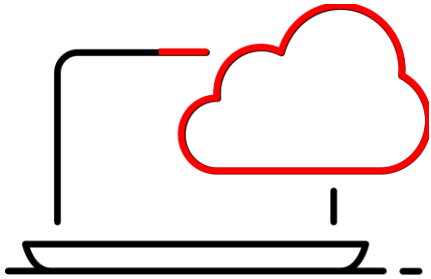
Included in the price by default, can only be claimed if device is added to the XMS cloud tenant of the end customer.

## SmartCare & product registration

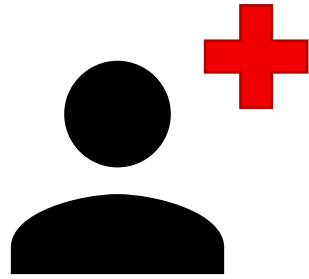
Activating your unit by connecting to the internet and installing the latest update starts the **1 year warranty** period\*

To claim the **5 year SmartCare coverage**, the end customers and its installed base need to be registered with Barco\*\*

### Registration is done through XMS:



Browse to  
XMS cloud



Create a tenant  
with end-customer  
information



Add device  
to tenant



Enjoy 5 years of  
service coverage  
and XMS cloud  
functionality

\* Warranty period starts at activation or at 9 months after shipment from a Barco hub, whatever comes first.

\*\* end-customer registration must be done within 6 months after activation of the product

# SmartCare value proposition

## Increase customer satisfaction and scale your service offering



**Better service** to all your customers with reduced on-site interventions and remote customer support



**Increase your service margins.** Reduce on-site interventions and support customers remotely



**Solve issues quicker** with priority helpdesk access and 24/7 access to online tools and documentation



**Leverage insights and analytics** to optimize the workplace to the customer's need

## Peace of mind for the End-customer



**Get replacements on-site faster** through next-business day express shipment



**Extended hardware coverage**  
up to 5 years



**Budget protection:**  
Avoid unexpected replacement costs

# ClickShare SmartCare

**A service package included in each and every ClickShare Conference unit**

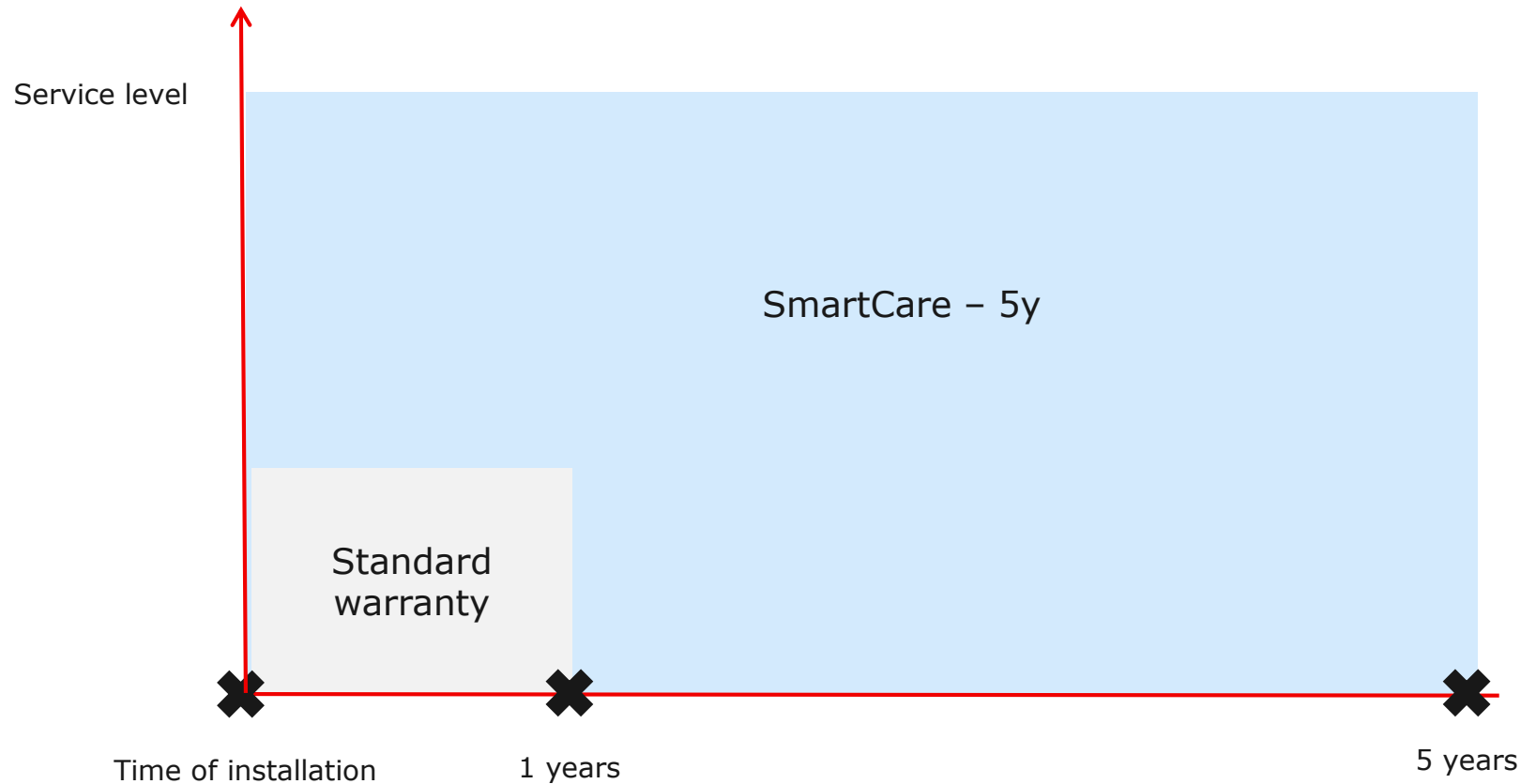
	Standard warranty	SmartCare	
<b>Duration</b>	1 year standard, starting from activation date	5 years coverage, available after end-customer registration	End customer and reseller entitlements
Replacement model	Swap Best effort economy shipment	Advance swap NBD express shipment	
<b>Support services</b>			
Helpdesk response time	8 business hours best effort	1 hour (phone) 4 hours (service ticket)	Barco authorized distributor entitlement
Helpdesk availability	Business hours	Business hours	

Helpdesk response times are only applicable to the EMEA and North-America regions

In the MEA region, the shipment SLA is restricted to next business day or next day start of the shipment process due to local regulatory and customs restrictions.

For all other ClickShare, XMS and WePresent products, an additional service package "EssentialCare" can be purchased.

## Standard warranty vs SmartCare




### For new ClickShare Conference products

- 5y service package included in the purchase of the product
- Requires end customer registration in XMS cloud
- Better service levels from day 1



## **ENABLING BRIGHT OUTCOMES**

 | [youtube.com/BarcoTV](https://youtube.com/BarcoTV)

 | [linkedin.com/company/Barco](https://linkedin.com/company/Barco)

 | [twitter.com/Barco](https://twitter.com/Barco)

 | [facebook.com/Barco](https://facebook.com/Barco)