

# ClickShare

## Help your customers back to business faster with SmartCare

For those rare occasions when your customers encounter issues with our wireless conferencing solution, we have SmartCare, a service package that provides customers with budget predictability, swift hardware replacement and expert support for up to 5 years. Let's work together to offer customers the best service levels!

The SmartCare package is included in the purchase of each ClickShare unit. SmartCare can be claimed when the unit is registered to Barco or added via ClickShare Management Suite.

### More peace of mind for your customers



**5 year coverage**



**Increased service levels**



**5 year analytics license**



**ClickShare Management Suite**



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## What's included in SmartCare?

### 5 year coverage

- Extended hardware coverage
- Free software upgrades
- No unexpected replacement costs

### Increased service levels

- Advanced swap via a Barco authorised partner
- Support requests with highest priority
- First responses from our helpdesk teams
- Next-business day express shipments to get replacement hardware on-site faster via a Barco authorised partner
- Priority access to experienced product specialists via a Barco authorised partner
- Access to the online knowledge base

### 5 year analytics and insights subscription via ClickShare Management Suite

## What are the benefits of SmartCare?

- Increase customer satisfaction
- Better service: reduced interventions on site & remote support
- Solve issues quicker with priority helpdesk access and 24/7 access to online documentation
- Scale your service offerings
- Increase service margins
- Leverage insights to optimize your customer's workplace

## How can customers enjoy SmartCare?

Activate the SmartCare package for a ClickShare unit at any time within 6 months of the purchase by adding your unit to the ClickShare Management Suite platform. You can access the ClickShare Management Suite via the device's web configurator. If the SmartCare package is not activated, a standard warranty of 1 year will apply.

With the ClickShare Management Suite customers can access, update, configure and troubleshoot their install base centrally and remotely. And have access to the insights & analytics capabilities.

## Looking for more info?

Have a look at our website: [www.barco.com/support](http://www.barco.com/support).

Or sign in to your myBarco account for more detailed service descriptions and information.

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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](http://www.barco.com). All specs mentioned in this brochure are in accordance with ISO 21118 standards.