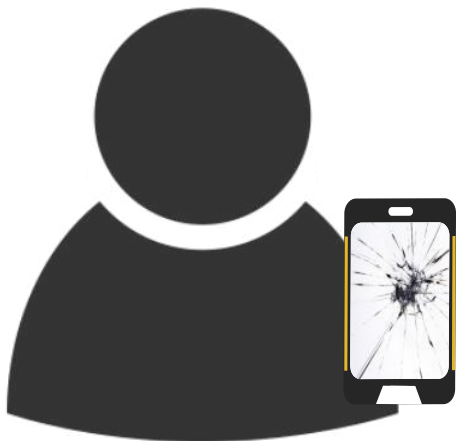




SUPPORT SERVICES



SUPPORT

WHY GOOD **SUPPORT** IS IMPORTANT

85% of a mobile deployment cost comes after the initial sale is made, so having mobile devices that are unavailable or in need of repair can be extremely costly to your business. Add to this, as business IT systems have simply become “mobile”, it takes a lot more than simple hardware repair services to ensure your platform is running efficiently.

Raptor support recognises that different businesses have vastly different needs when it comes to support which is why we have two support services matched to two very different customer types. We can then tailor these base services further to ensure tight alignment to your business needs.

We believe that the purchase of a Raptor device is the beginning of a great relationship with us and that’s why we’re constantly improving and adding new services to our portfolio. Raptor support is designed to be a useful, easy to use, proactive, as well as reactive, aid to your business.

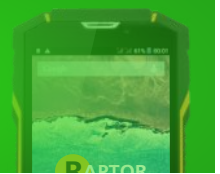
RAPTOR SERVICE **PACK** OVERVIEW

Start here! Choose which level is right for you.

**RAPTOR
FLEX**



**RAPTOR
PLUS**



**RAPTOR
BASE**



THE RAPTOR HUB PORTAL

RAPTOR **BASE**

Our base service level that all Raptor customers get automatically, with any device purchase. We pride ourselves on our hardware, so we stand by it, it’s that simple.

RAPTOR **PLUS**

Our “comprehensive” service product, bringing a total cost of ownership (TCO) model, multi-year, contracted support with repair SLA’s and enhanced helpdesk.

RAPTOR **FLEX**

Modular system of value added support options that can be used to enhance your support further. Simply pick what you need to enhance either your BASE or PLUS level of support.

THE “RAPTOR HUB” PORTAL

FREE to all Raptor customers, our portal provides a cloud based, constantly improving hub for all your Raptor support needs.

RAPTOR **BASE**

Raptor **BASE** is our most basic support service that all Raptor devices enjoy automatically.

BASE is designed to deliver a primarily fast, reliable and simple to use reactive repair service that means you don't spend your time managing repairs... We do.

MAIN **BENEFITS**

Fast repair service

Our best endeavour repair service repairs 90% of BASE covered devices in < 3 days.

All repairs covered

Any scenario, any repair is covered, as long as the device is repairable we'll undertake it.

Low cost

Unlike many warranty repair services, Raptor **BASE** has a simple, low cost repair structure.

Raptor Hub portal access

Your devices are automatically added, and you get free, secure access to our "Raptor hub" portal.

No contracts

Raptor **BASE** doesn't stop when your device warranty stops. You'll still get repairs covered until your hardware reaches the end of its life. Just pay for repairs as needed, but get them completed fast.

Communication

Chat with engineers about your repairs, ask our team anything you like throughout a repair and keep a log of everything that happens.

Small parts

No repair is too small, we'll replace the tiniest screw or rubber cover if asked to.

Reporting & Advice

Repair reports with advice where needed designed to help you manage your issues proactively.

Problem device swap out

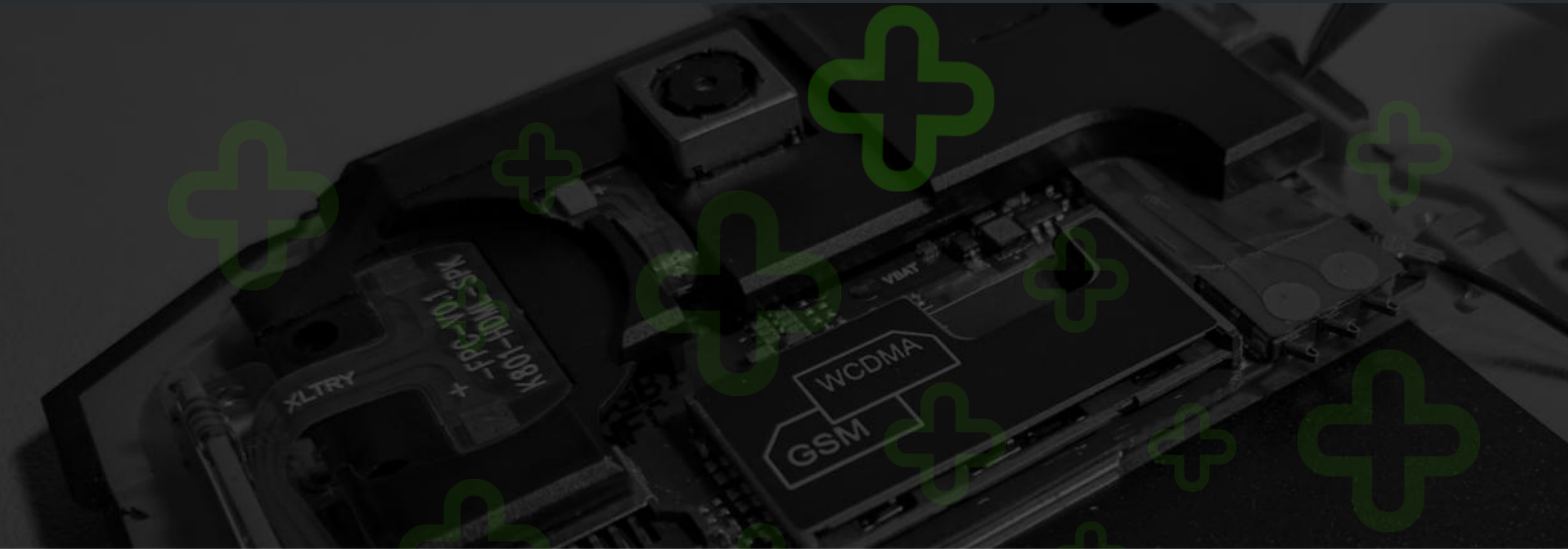
If a device has multiple warranty/quality issues in its first few months of use, then we'll replace it free of charge.

Upgradable with Raptor **FLEX** modules, so you have some flexibility on how you can tailor even our free service to your needs.

Our Raptor **BASE** service makes sure every single customer we have always has some kind of help at hand.



RAPTOR PLUS



Rugged mobile platforms are ever more critical to business survival and for this level of customer we have Raptor **PLUS**.

A **TOTAL COST OF OWNERSHIP** MODEL

Raptor **PLUS** provides your support service level with a whole host of added features, all designed for the more serious business rugged mobile user. Peace of mind is what we aim to give through a Raptor **PLUS** service contract.

ADDED BENEFITS

Comprehensive cover

Wear and tear, accidental damage as well as extended warranty issue for the length of cover.

Repair services with Service level agreement

<3 day SLA driven, break fix, repair service. If we fail to fix your device within the SLA terms, then we'll send a new device instead. An SLA at Raptor is an SLA!

Contracted service

Choose from a number of multi-year contracts to suit your ROI and device turnover.

Guaranteed parts

A Raptor **PLUS** contract guarantees parts* for the length of the contract. No need to worry about your parts roadmap drying up.

Annual renewals

Peace of mind is great but we also reward customers at renewal for reduced repair use.

Enhanced support

Priority help desk service when support is needed. Questions are answered quicker, advice gained faster and engineers will be on hand to help with hardware, operating system and even related software or app problems. A real partner when you need one.

Customisable repair process

Log repairs the way you need to. We can work traditionally via a single customer contact or work with end users directly whilst still giving you total service visibility. Great for BYOD or outsourced end users.

ADDED BENEFITS CONTINUED

Device swap outs

Unrepairable device swap out cover. Ensures you can still get low cost replacement devices if you have damaged it beyond repair.

Upgradable with Raptor **FLEX** modules. Greater flexibility on how you can tailor your support to your individual needs.



RAPTOR FLEX

Our **BASE** and **PLUS** service levels have been kept simple because our customers like it that way. Removing services many won't use keeps prices down as well as making our support easy to understand and use.

Raptor **FLEX** is how you can add services that you know you will benefit from. It's a modular and flexible process which allows you to add, and remove, services as you need to.

Having this extra "modular" way of supporting means we can constantly add new or optimise existing services, without changing the core service levels

Raptor **FLEX** is a great way to ensure a tight support service fit with your business. Many **FLEX** modules can be used with either the **BASE** or **PLUS** level of services and the matrix on the following page details which are available.



COMMISSIONING

Ready to run devices from new or repair using bespoke OS builds or MDM services.

SWAP 24

Advanced "spare in the air" repair service.

SWAP DEPOT

Depot swap stock, matched by Raptor ensures there's always a fresh, ready to run set of devices available to replace damaged ones.

MDM

MDM and KIOSK services can be baked into your OS build giving maximum security and minimum down time.

ACCESSORY

Extend support services to cover accessories.

SELECT 200

Uplift your repair claims by 200% to ensure service coverage over longer periods.

RAPTOR CONNECT

A range of portal connected applications designed to increase security, safety and monitor location and device behaviour (coming soon).

3D PRINT

3D printed design, fabrication and replacement services.

CHARGE

Pre-paid, discounted repair service to give peace of mind to BASE customers.

BATTERY REFRESH

Battery support and refresh cover.

WORKER MODULE

Input device details so workers can log repairs directly with us.

RAPTOR HUB PORTAL



Bringing it all together, our Raptor ecosystem is bound together by our support portal...

... welcome to the “Raptor hub”!

Every Raptor customer gets free access to our portal. This support “hub” has one single purpose which is to make supporting your devices easy, simple and taking as little time from you as possible.

We believe in people, but we also believe in technology and process where it’s best for efficiency. The Raptor Portal aims to get that balance right.

RAPTOR HUB PORTAL **BENEFITS** & FEATURES

Secure login

Secure, cloud based, HTTPS login and data storage ensures all of your data is kept safe and secure.

Automatic device addition

Your devices are automatically added to your account when sent to you. No need to register or add them yourself, just log in and use.

Fast, easy repair logging

Optimised and richly featured repair hub allows you to log repairs in just 1 click. No more time consuming and frustrating RMA processes.

Multi-user logins

Set up as many sub-users as you want to enable different teams/managers to manage your devices. Revoke, lock or delete access to any user.

Asset management

Add information to each device/asset such as owner information, making our portal an easy place to manage your every day device management.

Status

At a glance status screen shows you the status of your mobile device platform including devices in repair, in/out of warranty and more.

Keep up to date

Multi-communicate methods. Need some attention? Just use the chat built into every repair case and chat to the engineer.

RAPTOR HUB PORTAL **BENEFITS** & FEATURES CONTINUED

Reporting

Easily generate reports showing how your devices are performing. Find user repair history, device performance, total up repair bills and more. Everything you need for your quarterly review meeting.

Choose your repair process

Let users log repairs directly, or stay with more traditional “depot” management via a single point in your business.

Beta programs

Get involved with new features, give feedback and access great discounts on services in return.

NEW FEATURES **COMING** Q1/2019

Raptor CONNECT

Connect your devices live to the Raptor hub to access a range of new services including:

- Live tracking
- Health and safety monitoring
- Device behaviour and status
- Worker chat facility
- Security features including remote wipe, ring and locate.

SUPPORT MATRIX

REACTIVE FEATURES

	FREE	Contact us
Annual price	< 3 days	< 3 days SLA
Repair time (days)	< 3 days	< 3 days SLA
Manufacturer defects	●	●
100% UK based	●	●
Tech Q&A	●	●
Problem device replacement	●	●
Priority Q&A support	—	●
Accidental damage	—	●
Wear & tear	—	●
Materials, parts & labour	—	●
< 3 day SLA Fast fix (option at RMA)	●	—
Annual plans		12/24/36/60 month plans
Upgradable	●	●
Portal login	●	●
UK account contact	—	●
UK technical contact	—	●
Access to Raptor FLEX Upgrades	●	●

PORTAL FEATURES

Fast RMA Logging	●	●
Helpdesk case management	●	●
Asset manager	●	●
Reporting/analysis	●	●
At a glance status	●	●
Service status reports	●	●
Auto enrolment	●	●
Tutorials/FAQs	●	●
Free upgrades	●	●

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