



# ADVANCED SERVICE LEVEL AGREEMENT (ASLA) — PREVENTATIVE

## Your Turnkey, Worry-Free Solution to Deploying a Remote, Wireless Monitoring System

When compliance and asset protection are non-negotiable, clients turn to Sonicu for white-glove service that ensures your monitoring solution is running efficiently and effectively. Let our team leverage our decade-plus experience and expertise to deliver a service package that identifies challenges before issues arise.

This service ensures optimal system performance by addressing potential issues before they escalate, enhancing the reliability of your monitoring solution.

- **Site Analysis:**

- Proactively assist with determining nuisance alarms
- Update alarm profiles, alarm notifications, and tiered alarming as needed
- Reporting and dashboard preferences
- Point naming and configuration

- **Adjust User and Group Settings:**

- Meters and Hubs connectivity analysis
- Analyze signal strength and provide recommendations
- Analyze battery status and provide recommendations
- Monitor calibration certifications
- Analyze probe irregularities and trends and provide recommendations



Sonicu is committed to delivering exceptional support through a comprehensive, multi-tiered and individually tailored approach that ensures our clients receive the help they need when they need it.

SONICU+ SERVICE OFFERINGS		
Standard Support	Preventative	Comprehensive
24/7 Platform Support: Sonicu maximum uptime and reliability	Proactive, remote monitoring and management of your Sonicu system	On-site technical support to adequately maintain and enhance your Sonicu system's performance
Live US-Based Customer and Technical Support	<b>Site Management and Analysis:</b> <ul style="list-style-type: none"> <li>Proactively identifying nuisance alarms</li> <li>Update alarm profiles, notifications, and tiered alarming</li> </ul>	<b>On-Site Support Visits:</b> <ul style="list-style-type: none"> <li>Service hours based on the needs of organization.</li> <li>Scheduled on-site visits for assistance with resolving issues related to offline meters, hubs, and sensors</li> <li>Scheduled visit for system inspection, and preventive maintenance</li> </ul>
Sonicu Academy: 24/7 on-demand learning	<b>User and Group Settings:</b> <ul style="list-style-type: none"> <li>Adjust user permissions and group settings</li> </ul>	<b>Tailored On-Site Analysis:</b> <ul style="list-style-type: none"> <li>Conduct a thorough review of environmental factors affecting the system</li> </ul>
Full Escalation and Support Tracking System	<b>Offline Meters and/or Hubs Management:</b> <ul style="list-style-type: none"> <li><b>Signal Strength Analysis:</b> Optimize system signal strength.</li> <li><b>Battery Status Review</b></li> </ul>	<b>Enhanced Support Response:</b> <ul style="list-style-type: none"> <li>Priority access to our support team for escalated troubleshooting</li> </ul>
One business day customer support response time	<b>Probe Connectivity Analysis:</b> <ul style="list-style-type: none"> <li>Identify irregularities in probe data</li> </ul>	<b>Probe Connectivity Analysis:</b> <ul style="list-style-type: none"> <li>Identify irregularities in probe data</li> </ul>
Dedicated Customer Success Managers & Account Managers	<b>Technical Support:</b> <ul style="list-style-type: none"> <li>Support requests are responded to within 2 hours</li> </ul> <b>Calibration Certificate Management</b>	<b>Calibration Assistance:</b> <ul style="list-style-type: none"> <li>Perform on-site calibration via Sonicu's SNAP Calibration Program or newly purchased sensors</li> </ul>