



Audatex Hardware Support Services

Optima Service Plan

You know Audatex as the leader in collision estimating software, but did you know that for over 20 years, Audatex has also provided 'best in class' support services for mobile PC hardware?

Efficient Hardware Support is Critical

Deploying and supporting mobile PC technology in the hands of claims professionals has become a standard cost of business in the auto insurance industry. When a broken laptop means your field appraiser can't write estimates, you need to get that laptop up and running as quickly and effortlessly as possible. Given that the processes required to support field appraisal resources are vastly different from those required to support personnel in a traditional campus setting, you need support from a team with field expertise. Audatex has the people and the experience to provide you with just the right level of support.

Audatex Service Plan Minimizes Downtime and Support costs

Audatex has traditionally offered hardware support services only to those clients that selected a combined software/hardware lease package. We are now introducing hardware support services for clients who may want to purchase or lease their own equipment. The Optima Service Plan offers a range of service options built on a tiered pricing strategy. The result is a best in class service model that provides maximum productivity at a more competitive cost than other outsourced or internally supported programs.

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Hardware Life Cycle Services Include:	Premier	Basic
Equipment evaluation	√	√
Deployment / training logistics support	√	√
Engineering resources	√	√
Image development & certification	√	√
Image management	√	√
Monthly database update	√	√
Master image load / SW initialization	√	√
Complete asset management	√	√
Wireless activation and management	√	√
Unlimited overnight hardware replacement	√	√
Full function testing	√	√
Repair management	√	√
Manufacturer performance management	√	√
Software / hardware helpdesk	√	√
Returns administration / equipment pick up program	√	√
Program Reporting	√	√
Consumable Purchasing	√	Optional
Non-warranty repair / cosmetic refurbishment	√	Optional
Freight	√	Optional

Service Support across Hardware Lifecycle

The Optima Service Plan comes in two tiers – Basic and Premium. Every step in the hardware lifecycle is supported; from product evaluation and software image development, through to the deployment of fully imaged and customized kits, and all ongoing support requirements related to overnight replacement and related warranty repair/warranty management. Our service plan keeps your claims appraisal team running at maximum productivity without saddling your IT organization with day to day operational upkeep of your hardware.

Optional Services

Optional Service elements are those costs in the support model that clients can opt to include in their monthly fee to Audatex or 'pay as they go' on a transactional as-needed basis. These options are outlined below:

- **Consumable Purchasing** - This comes into play after year two when most of the accessories and consumable supplies have passed their warranty term and become out of pocket expenses. These include AC adapters, cables, tablet pens, screen protectors, print cartridges, etc.

- **Non-Warranty Repair / Cosmetics** – This represents non-warranty maintenance costs such as repair due to failure caused by the user, typically physical damage that is not covered under the standard OEM warranty, as well as cosmetic refurbishment for aesthetic upkeep of equipment.
- **Freight** - The costs incurred for shipment of outbound swap orders and return of defective equipment from the field.

Save now with the Audatex

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15030 Avenue of Science, Suite 100, San Diego, CA 92128

Tel: (800) 237-4968 Fax: (858) 946-1073

www.audatex.us www.solerainc.com