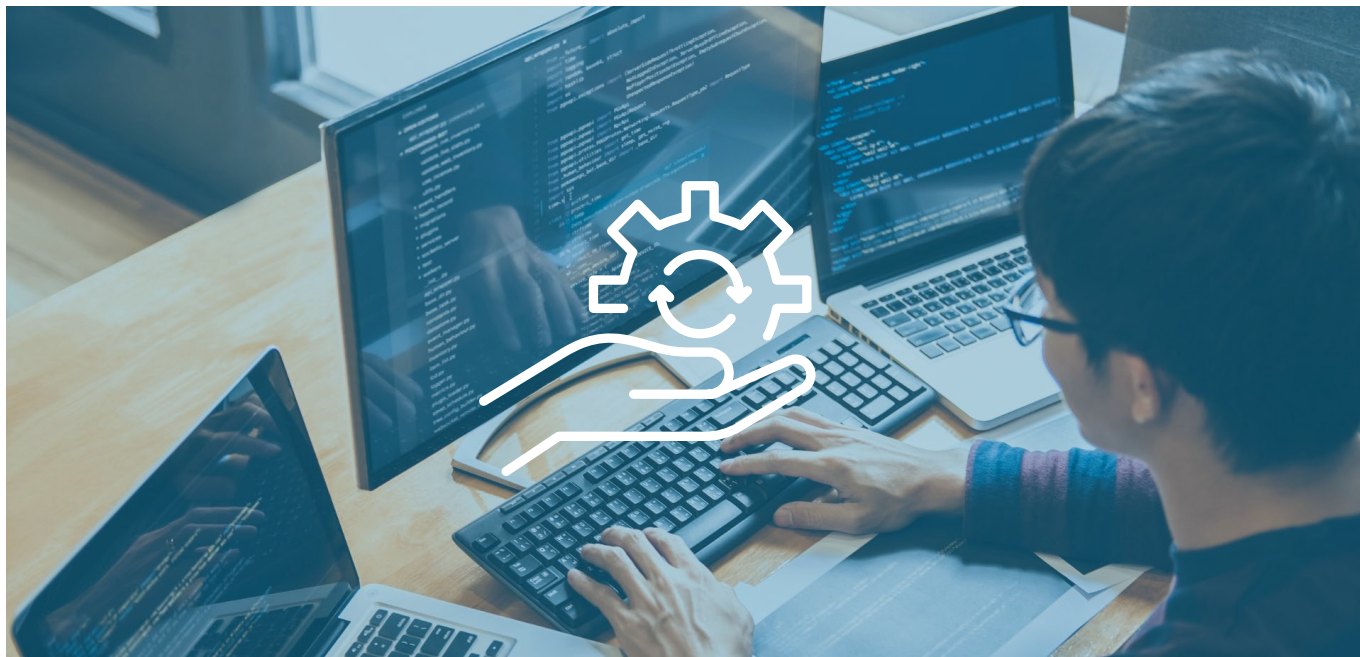




COMMEND UNIFIED COMMUNICATION **SERVICE OFFERINGS**

Commend Americas



At Commend, we understand that ensuring seamless operation of your Unified Communication System is crucial. Offering a variety of services from presales support, installation support, program management support, technical training certification, warranty extension and Software Maintenance Agreement (SMA) plans, Commend takes pride in ensuring success through all stages of your unified communication system deployment.

OFFERING MULTIPLE SERVICE SOLUTIONS DESIGNED TO SPEED UP AND SIMPLIFY DEPLOYMENT

Navigate through our Service offerings by clicking on the designated service:

Programming and Staging Services

Commissioning Services

Program Management Services

Service Level Agreement (SLA)

Software Maintenance Agreement (SMA)

Certified Training Services



PROGRAMMING AND STAGING SERVICES

Commend experts **provide a fully-programmed and staged unified communication system** based on customers' success criteria, increasing efficiency, reducing costs, and reducing risks in decision making during installation.

- Fully operating core system that will have specifically labeled devices.
- Full back-ups of all Commend Software are kept on our secure servers for future expansions.
- Complete set of product manuals and Install guides based on customer's unified communications solution.
- Commend's Factory programming acceptance stamp of certification.
- Commend's technicians are available to virtually support system configuration in the event where a Commend certified technician is not available.
- Peace of mind that your system is configured to meet your success criteria and within your budgeted timeline.

Programming and staging costs for Commend are tier-based and calculated as a percentage of the total cost of the Commend hardware and software for the project.

Tiers	\$1k-\$50k	\$50k-\$100k	\$100k+
Programming	12%	10%	8%
Staging	2%	2%	2%
Programming with Staging	14%	12%	10%
Symphony Cloud Programming	8%	6%	4%



COMMISSIONING SERVICES

Commend Project Commissioning ensures that each project meets Commend's site acceptance standards. Commend engineers will conduct virtual and/or onsite programming **quality assurance testing**. They will also provide safe installation inspections that adhere to Commend's installation guidelines, ensuring compliance with the standards of Commend's 5-year factory warranty and product performance requirements. When the system integrity evaluation is complete Commend will provide user training to finalize the Commend System.

Testing and System Handoff

- Commend will align with the System Integrator during testing phase to identify any programming or operational workflow issues and address them as needed (this does not include any physical hardware, cabling or physical connection points)
- Commend will align with System Integrator on final commission and factory acceptance test sign off

Training and Documentation

- Commend to align with System Integrator to develop training programs for operational users
- Commend to provide documentation for the system's operation and maintenance

Post-Implementation Support

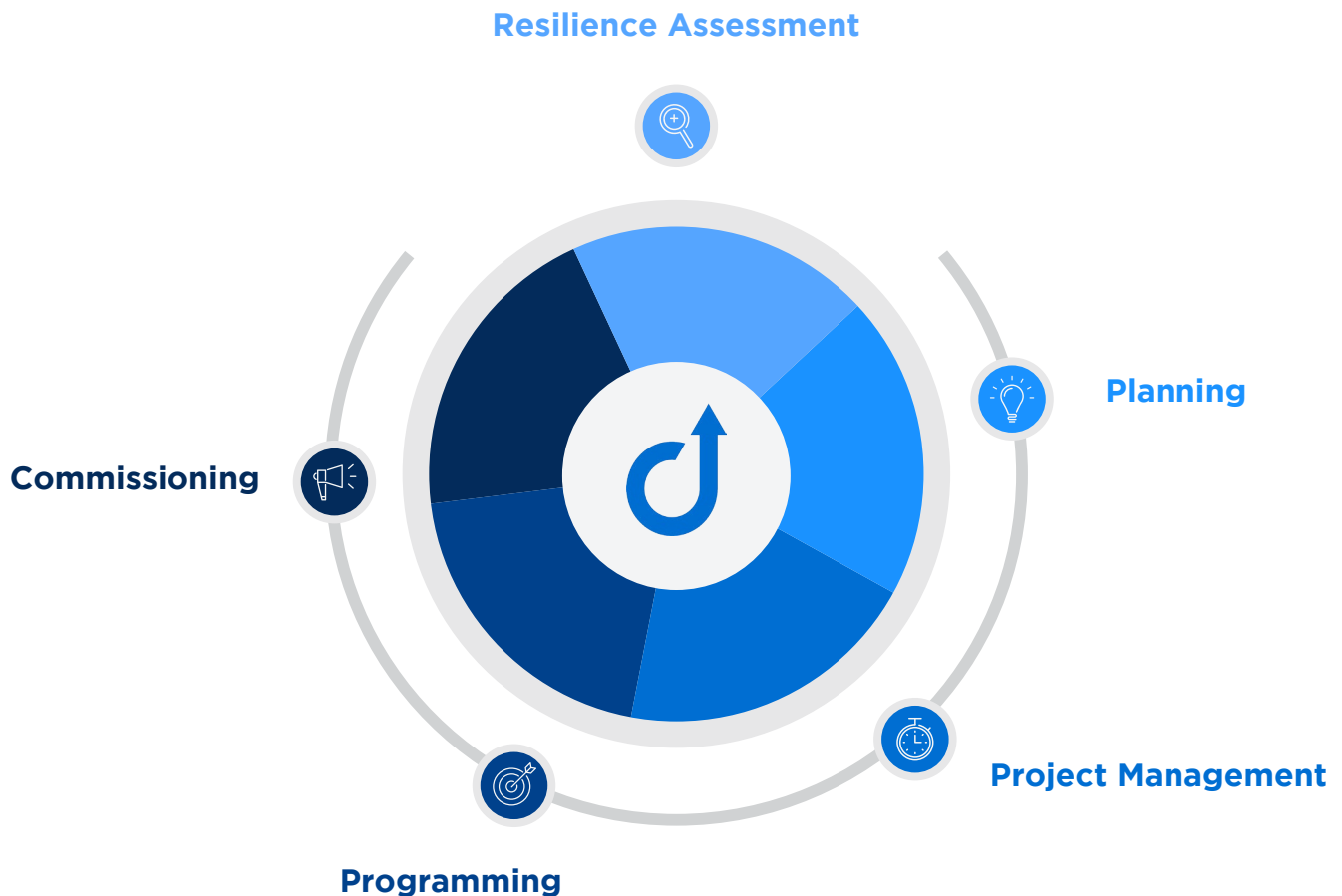
- Establish a support framework with Customer and System Integrator to address post-implementation issues in a timely manner
- Ensure that the Customer and System Integrator have access to ongoing technical support, software maintenance agreements, etc.

Commend's commissioning costs are variable dependent on project size, project complexity and traveling requirements.



PROGRAM MANAGEMENT SERVICES

Commend Unified Communication Program Management Services help ensure a seamless and successful project to completion and beyond. The program is **designed to address challenges associated with the rollout of modern features** while enhancing existing design and system programming architecture to ensure optimization of the Commend platform based operational and regulatory objectives.

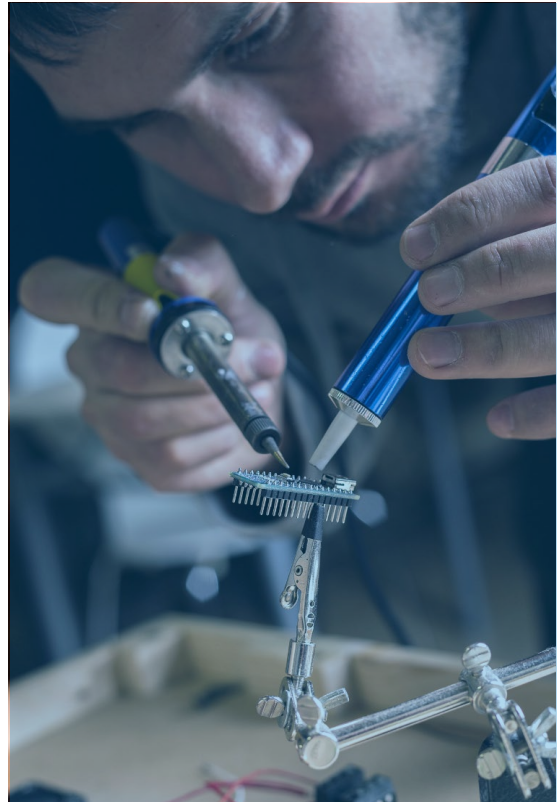


RESILIENCE ASSESSMENT

- Customer operational procedures, challenges, and corporate objectives
- Understanding current and desired state of operations where Commend Features are meeting the needs of operational objectives
- Evaluate the state of hardware and software
- Assess technology, compatibility, performance, and scalability of current systems to accommodate future growth
- Evaluate that systems are up to date with the latest firmware patches and security updates
- Existing system health check and technology audit
- Ensure that communication platforms align with and support Customer workflows

PLANNING

- Advise on improvements to desired operational efficiencies with the Commend system.
- Review of system architecture and alignment on standards across the organization from a programming and implementation perspective
- Assist Customer with development and maintain comprehensive project plans, outlining tasks, timelines, and resource requirements
- Commend will collect site survey findings, CCT files, drawings, take-offs and any other required information from the System Integrators
- Commend to work with Customer to validate list of equipment to be deployed at each site based on the System Integrator data collection
- Commend to review and accept project schedule timeline set forth by Customer
- Commend to coordinate with System Integrator and Customer throughout duration of project.
- Commend to engage with System Integrator with a quote for build of materials for each site



PROJECT MANAGEMENT

- Commend will work with System Integrators and support Customer so they may easily understand everything Commend related (drawings, installation, use case and function, interface capabilities, etc.)
- Commend will work with Customer on bid and rollout schedule
- Commend will coordinate with Customer to review and coordinate bid packages to ensure accurate part and hour specifications, minimizing change orders and promoting project uniformity upon award
- Commend will monitor incoming PO's to ensure all Commend products are accounted for based on the proposal
- Commend will work with System Integrators in coordination with Customer on installation
- Commend will coordinate with Customer's stakeholders on the operational functionality of the Commend system to complete Commend programming services documentation
- Commend to coordinate with System Integrator and Customer to adhere to timelines, milestones and overall project schedule

PROGRAMMING

- Fully operating core system that will have specifically labeled devices
- Full back-ups of all Commend Software are kept on our secure servers for future expansions
- Complete set of product manuals and Install guides based on Customers unified communications solution
- Commend's factory programming acceptance stamp of certification
- Commend technician available to virtually support system configuration in the event where a Commend certified technician is not available
- Peace of mind that the system will be configured within requirements and budgeted timeline
- Commend will align with System Integrator to provide complete staging and programming that adheres to Project Schedule provided by Customer with timelines, milestones, and overall project completion
- Commend will pre-stage and program all devices ready for deployment and hand off to System Integrator for installation according to determined timeline



COMMISSIONING

Testing and System Handoff

- Commend will align with the System Integrator during testing phase to identify any programming or operational workflow issues and address them as needed (this does not include any physical hardware, cabling or physical connection points)
- Commend will align with System Integrator on final commission and factory acceptance test sign off

Training and Documentation

- Commend to align with System Integrator to develop training programs for operational users
- Commend to provide documentation for the system's operation and maintenance

Post-Implementation Support

- Establish a support framework with Customer and System Integrator to address post implementation issues in a timely manner
- Ensure that the Customer and System Integrator have access to ongoing technical support, software maintenance agreements, etc.

Commend's Program Management costs are variable dependent on project size, project complexity and traveling requirements.

SERVICE LEVEL AGREEMENT (SLA)

The Commend Service Level Agreements (SLAs) ensure **ongoing support** for our dealers, maintaining our customers' systems and addressing their evolving needs. To cater to diverse project requirements, we offer multiple SLA tiers. Our Upgrade Support seamlessly integrates into any project, providing essential upgrades. The Standard SLA enhances our commitment by expediting Technical Support response times and depending Commend's project involvement. For unparalleled service, our Advanced SLA offers top-of-queue support throughout the year, ensuring priority assistance and peace of mind.

Commend's SLA costs are tier based and provided as a percentage of overall programable Commend Hardware and Software. Excludes backboxes, stanchions and other items not requiring programming.



Standard SLA

Services Included

- ✓ Technical Support response within 2-hours during normal business hours
- ✓ Virtual quarterly performance evaluations: System Health check, Technology Audit, Firmware and Software Audit
- ✓ SMA license and software upgrade virtual support



Advanced SLA

Services Included

- ✓ 24-hour support, 365 days a year
- ✓ Prioritization to the top of the support queue with a 2-hour response during business hours 8:00 am EST – 8:00 pm EST
- ✓ 3-hour response time outside of regular business hours 8:00 pm EST – 8:00 am EST
- ✓ Virtual quarterly performance evaluations: System Health check, Technology Audit, Firmware and Software Audit
- ✓ SMA license and software upgrade virtual support



Upgraded Support

Services Included

- ✓ Advanced scheduling for virtual upgrade assistance from Technical Support on annual software and firmware upgrades
- ✓ CCT backups, Concerto backups, STUDIO backups held on secure servers
- ✓ Commend will virtually assist in migrating/transferring all programming and licensing to the new server when the Hardware Service Package is purchased for the second 5-year server upgrade

Tiers	\$1k-\$400k	\$400k-\$800k	\$800k-\$1.2M
Standard SLA	14%	14%	14%
	Pricing Not to Exceed 14% of \$300K	Pricing Not to Exceed 14% of \$400K	Pricing Not to Exceed 14% of \$500K
Advanced SLA	24%	24%	24%
	Pricing Not to Exceed 24% of \$300K	Pricing Not to Exceed 24% of \$400K	Pricing Not to Exceed 24% of \$500k
Upgraded Support	\$2,000 Per Intercom Server	\$2,000 Per Intercom Server	\$2,000 Per STUDIO Base License

SOFTWARE MAINTENANCE AGREEMENT (SMA)

Commend Software Maintenance Agreements (SMA) provide an **easy and cost-effective way** for your Commend Unified Communication system to stay up to date. Commend SMA's are designed around Cyber Security with the benefit of additional functionality and new features also available.



SECURITY UPDATES

In today's cybersecurity landscape, it's essential to keep software systems secure and protected against potential threats. Commend's SMA provides security updates and patches to address vulnerabilities and protect Commend customer data from breaches.

BUG FIXES AND UPDATES

Commend SMA includes provisions for bug fixes and feature updates. As software evolves, bugs may be discovered or new features may need to be added. The Commend SMA ensures that timely updates are available to address any issues and keep the software up-to-date with the latest technology trends.

COMPATIBILITY

With the consistent rapid pace of technology change, Commend software and firmware will need to be updated to remain compatible with new hardware, operating systems, or third-party software. The Commend SMA helps ensure that the software remains compatible as the technology landscape evolves.

LONG-TERM PLANNING

By entering into a Commend SMA, customers will have the peace of mind of knowing that Commend is committed to providing ongoing support and maintenance. This allows Customers to plan for the long term, knowing that their software investment will continue to be supported and maintained.

COST PREDICTABILITY

The Commend SMA is based on a predictable fee structure, which helps businesses budget for ongoing software expenses. Instead of paying for updates on an ad-hoc basis, Commend customers have cost predictability to help with financial planning.

Commend’s software maintenance agreement ensures the continued functionality, security, and compatibility of software applications, and provides customers with access to timely updates and support.

Commend Software Maintenance Agreements (SMA) for existing customers are offered in 1, 3 or 5 year models for both Commend VirtuoSIS and/or Commend Studio based on the percentage of licenses activated.

Commend Hardware Service Package is available at the time of purchase of an S3, S6 appliance combined with a 5 year SMA. Commend’s Hardware Service Pack will cover the extended warranty for the S3 and S6 physical appliances and associated licenses for the length of the contract.

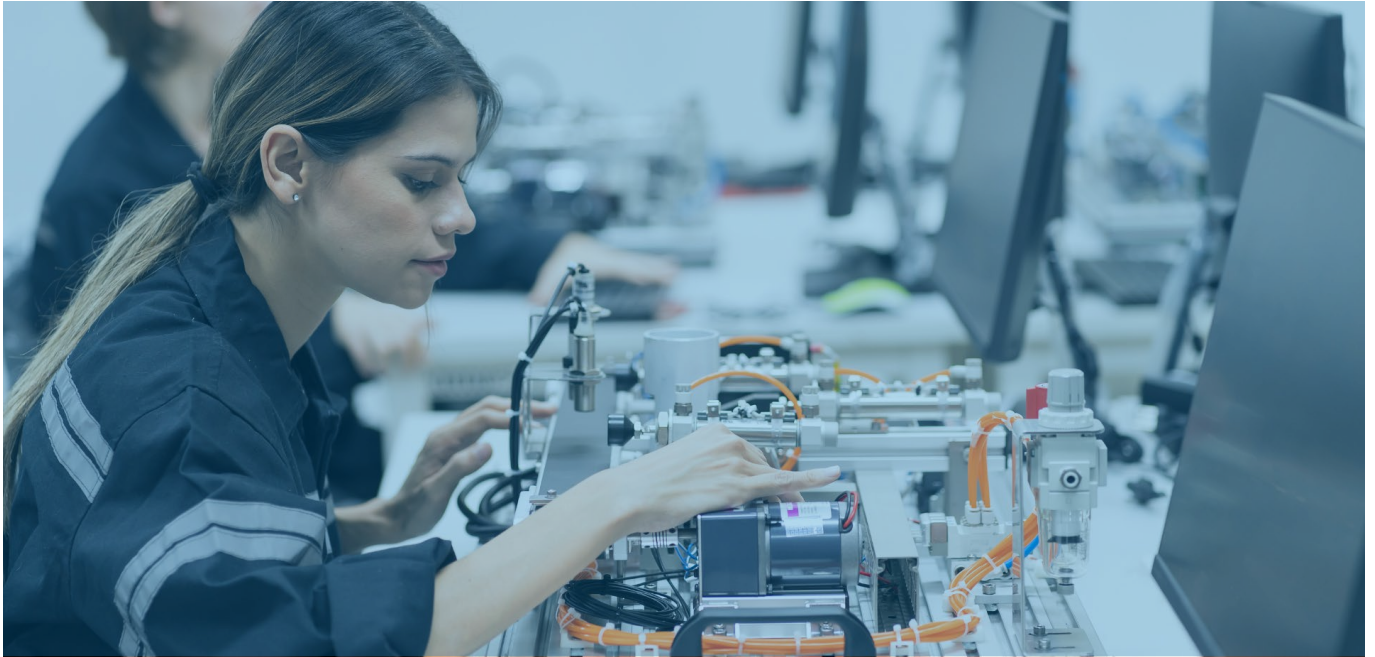
Tiers	1 Year	3 Year	5 Year
Commend STUDIO	15%	12%	10%
Commend VirtuoSIS	15%	12%	10%
Hardware Service Pack	S3	S3	S6
Annual Cost	\$846	\$846	\$1,336

1yr SMA included in License Purchase:

Commend has integrated the Software Maintenance Agreement (SMA) into our standard license purchases for the first year. This means any new licenses purchased will have an imbedded 1yr SMA included with the option to extend the SMA to a 1,3,5 yr after expiration from date of purchase.

By including a 1yr SMA you will receive comprehensive upgrades and cyber updates included from the beginning of your partnership with Commend. By including the SMA upfront, you won't need to worry about unexpected costs during the critical first year of implementation. It's our way of ensuring your investment is protected and supported right from the start.





CERTIFIED TRAINING SERVICES

Enhance your skills and knowledge with Commend's comprehensive training options. Whether you prefer learning online, in-person, or self-paced, we have the right course to meet your needs.

Expert Instructors: Learn from professionals with extensive experience in Commend technology.

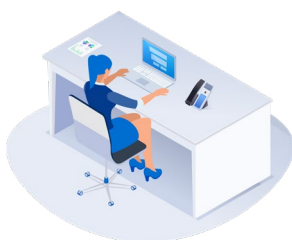
Flexible Options: Choose from webinars, in-person, or self-paced formats to suit your schedule and learning style.

Hands-On Learning: Gain practical skills with real-world applications in our interactive sessions.

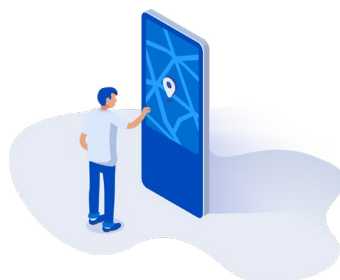
Certification: Earn recognition and credentials to validate your expertise.

Visit our website to explore detailed course information and register for your preferred sessions.

CERTIFIED TRAINING OPTIONS



WEBINAR



IN PERSON



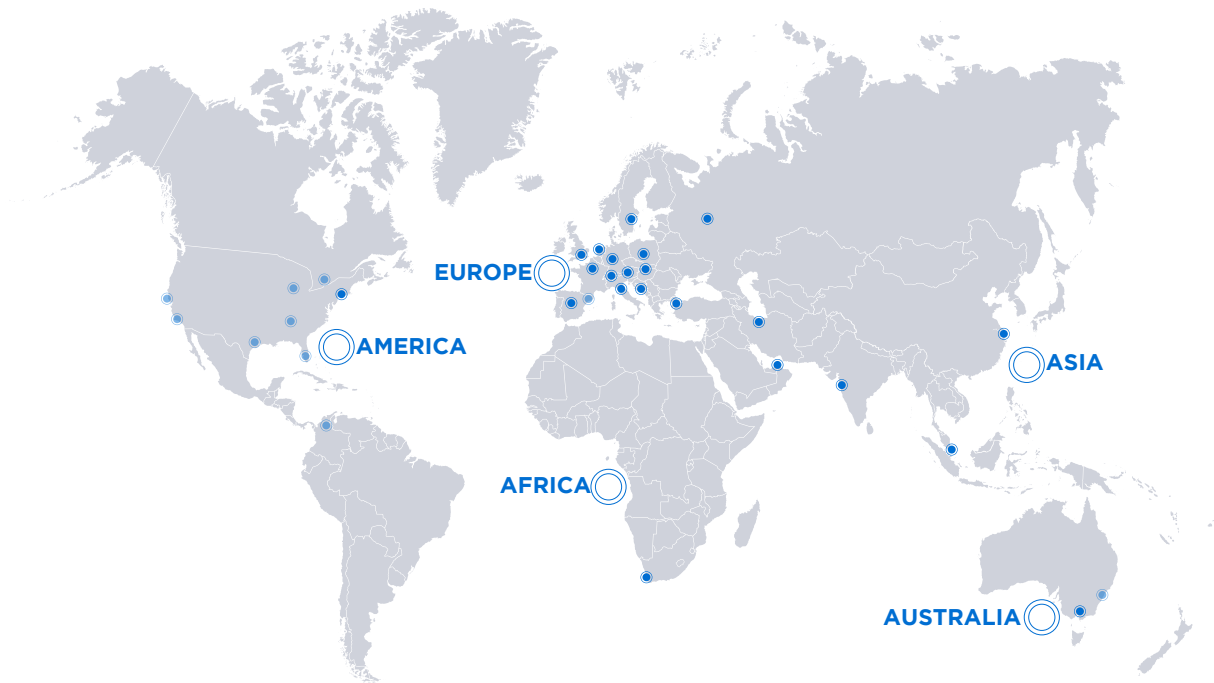
SELF-PACED



**TRUSTED.
COMMUNICATION.
ALWAYS.**

COMMEND WORLDWIDE

23 sales organizations, operating in more than 60 Countries.
More than 550 employees worldwide.



SECURE COMMUNICATION SYSTEMS BY COMMEND

Can you imagine a system that millions of people rely on every day, where every word has to count? That's the world of Commend! Secure, reliable communication is our passion. We are a global market leader with more than 50 years' experience in speech transmission. In addition to Intercom and video connections that interface with third-party systems we also provide products that open up new possibilities for integrated solutions. Commend is the first choice worldwide when it comes to secure and professional communication systems.

**If you want to learn more about
our professional services,
feel free to contact us.**

COMMEND AMERICAS
engineering@commendusa.com



Quality-tested. Reliable. Well-designed. COMMEND products are developed and manufactured by Commend International in Salzburg, Austria. Our development and manufacturing processes are certified as per EN ISO 9001:2015 and per IEC ISO 27001.

Technical details are provided for descriptive purposes only and do not constitute a legally binding guarantee of product properties. VoIP®, OpenDuplex® and Commend® are registered trademarks of Commend International GmbH. All other brand and product names are trademarks or registered trademarks of their respective owners and are not explicitly marked as such in the

PROFESSIONAL SERVICES EN-2024

commend.com