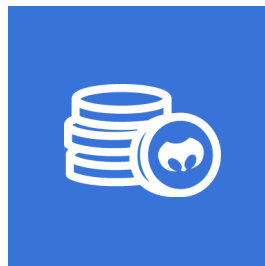
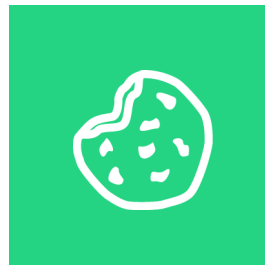
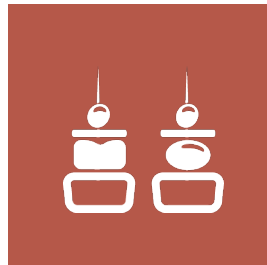
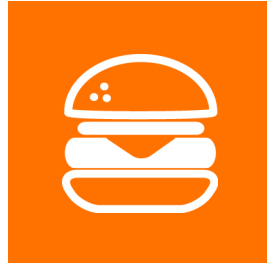




**MEYERTECH**<sup>®</sup>  
**SECURITY** *with* **VISION**

## Support Menu





# Meyertech Support Menu



Menus are a list of everything you can choose from in a restaurant. Our menus are everything you can choose from our support services.

Here's how it works:

First choose a menu from our Take-Out, Picnic, Buffet, Gourmet and A-la-Carte menus, each with a varying propensity to satisfy your support hungry appetite.

Our Take-Out and Picnic menus are prepared with non-partners in mind.

Buffet and Gourmet menus cater for partners.

A-la-Carte is for connoisseurs with particular tastes.

For the really ravenous amongst you, all of our menus can be supplemented with bite-size Snacks or a Meyertech Club Sandwich..

Next, you order your chosen menu which is served with a healthy portion of Support Credits.

Finally, use your Support Credits to pay for the support services.

# Take-Out



Finger licking good, our Take-Out menu is the simplest way to access sizzling support. Buy it, devour it!



The Take-Out menu can be purchased by any Meyertech customer and is served with a portion of 50 Support Credits.

Unused Support Credits expire after 4 months unless 'refreshed' through new purchases.

# Meyertech Support Menu

## Dishes

<b>Email Support</b>	
<b>Phone Support</b>	
<b>RMA / Repair</b>	
<b>MF95</b>	
<b>Base SLA</b>	
<b>Intervention Support</b>	Snack
<b>Case Report</b>	Snack
<b>Knowledge Base</b>	Unavailable
<b>PMH</b>	Snack
<b>Certified Partner Listing</b>	Unavailable
<b>Training</b>	Snack
<b>WE95</b>	Snack
<b>Standard SLA</b>	Snack
<b>Warranty ARS</b>	Snack
<b>3rd Party Triage</b>	Snack
<b>Firmware Updates</b>	Snack
<b>Software Updates</b>	Snack
<b>IMAC Services</b>	Snack
<b>UKPH95</b>	Snack
<b>Enhanced SLA</b>	Snack
<b>Bespoke Product Support</b>	Snack
<b>Non-Warranty ARS</b>	Snack
<b>MF50</b>	Snack
<b>MF09</b>	Snack
<b>WE50</b>	Snack
<b>WE09</b>	Snack
<b>UKPH50</b>	Snack
<b>UKPH09</b>	Snack
<b>Contract SLA</b>	Unavailable
<b>Escalation Service</b>	Snack
<b>Scheduled Reporting</b>	Unavailable

# Picnic



For customers on a more demanding support diet our Picnic menu is the ideal choice. Classic support infused with on-site access.



The Picnic menu can be purchased by any Meyertech customer and is served with a portion of 175 Support Credits.

Unused Support Credits expire after 6 months unless 'refreshed' through new purchases.

# Meyertech Support Menu

## Dishes

<b>Email Support</b>	
<b>Phone Support</b>	
<b>RMA / Repair</b>	
<b>MF95</b>	
<b>Base SLA</b>	
<b>Intervention Support</b>	
<b>Case Report</b>	
<b>Knowledge Base</b>	Unavailable
<b>PMH</b>	Snack
<b>Certified Partner Listing</b>	Unavailable
<b>Training</b>	Snack
<b>WE95</b>	Snack
<b>Standard SLA</b>	Snack
<b>Warranty ARS</b>	Snack
<b>3rd Party Triage</b>	Snack
<b>Firmware Updates</b>	Snack
<b>Software Updates</b>	Snack
<b>IMAC</b>	Snack
<b>UKPH95</b>	Snack
<b>Enhanced SLA</b>	Snack
<b>Bespoke Product Support</b>	Snack
<b>Non-Warranty ARS</b>	Snack
<b>MF50</b>	Snack
<b>MF09</b>	Snack
<b>WE50</b>	Snack
<b>WE09</b>	Snack
<b>UKPH50</b>	Snack
<b>UKPH09</b>	Snack
<b>Contract SLA</b>	Unavailable
<b>Escalation Service</b>	Snack
<b>Scheduled Reporting</b>	Unavailable

# Buffet



Taste the benefits of being a Meyertech Partner with our Buffet menu.



Wholesome support which also allows you to choose a combination of any three from seven tempting supports dishes.

The Buffet menu is only available to Meyertech Certified Partners and is served with a sizeable portion of 600 Support Credits.

Unused Support Credits do not expire as long as you maintain your Meyertech Certified Partner (MCP) status.



# Meyertech Support Menu

## Dishes

<b>Email Support</b>	
<b>Phone Support</b>	
<b>RMA / Repair</b>	
<b>MF95</b>	
<b>Base SLA</b>	
<b>Intervention Support</b>	
<b>Case Report</b>	
<b>Knowledge Base</b>	
<b>PMH</b>	
<b>Certified Partner Listing</b>	
<b>Training</b>	Choice
<b>WE95</b>	Choice
<b>Standard SLA</b>	Choice
<b>Warranty ARS</b>	Choice
<b>3rd Party Triage</b>	Choice
<b>Firmware Updates</b>	Choice
<b>Software Updates</b>	Choice
<b>IMAC</b>	Snack
<b>UKPH95</b>	Snack
<b>Enhanced SLA</b>	Snack
<b>Bespoke Product Support</b>	Snack
<b>Non-Warranty ARS</b>	Snack
<b>MF50</b>	Snack
<b>MF09</b>	Snack
<b>WE50</b>	Snack
<b>WE09</b>	Snack
<b>UKPH50</b>	Snack
<b>UKPH09</b>	Snack
<b>Contract SLA</b>	Unavailable
<b>Escalation Service</b>	Snack
<b>Scheduled Reporting</b>	Unavailable

# Gourmet



Savour the highest level of support cuisine with our Gourmet Menu.



Stuffed full of delicious support dishes our Gourmet Menu is the epitome of Meyertech Partner support.

The Gourmet menu is only available to Meyertech Certified Partners and is served with a generous helping of 900 Support.

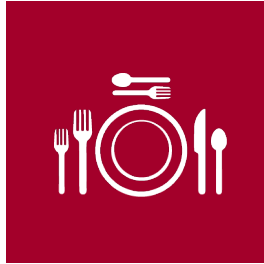
Unused Support Credits do not expire as long as you maintain your Meyertech Certified Partner (MCP) status.

# Meyertech Support Menu

## Dishes

<b>Email Support</b>	
<b>Phone Support</b>	
<b>RMA / Repair</b>	
<b>MF95</b>	
<b>Base SLA</b>	
<b>Intervention Support</b>	
<b>Case Report</b>	
<b>Knowledge Base</b>	
<b>PMH</b>	
<b>Certified Partner Listing</b>	
<b>Training</b>	
<b>WE95</b>	
<b>Standard SLA</b>	
<b>Warranty ARS</b>	
<b>3rd Party Triage</b>	
<b>Firmware Updates</b>	
<b>Software Updates</b>	
<b>IMAC</b>	
<b>UKPH95</b>	
<b>Enhanced SLA</b>	
<b>Bespoke Product Support</b>	
<b>Non-Warranty ARS</b>	
<b>MF50</b>	Snack
<b>MF09</b>	Snack
<b>WE50</b>	Snack
<b>WE09</b>	Snack
<b>UKPH50</b>	Snack
<b>UKPH09</b>	Snack
<b>Contract SLA</b>	Unavailable
<b>Escalation Service</b>	Snack
<b>Scheduled Reporting</b>	Unavailable

# A La Carte



Serving up the perfect support feast. A la Carte customers choose from a full menu of exquisite dishes.



A fixed price, fixed term support contract sliced and diced to a customer's specific SLA requirements.

The A la Carte menu can be purchased by any Meyertech customer and is served with a contract specific portion of Support Credits.

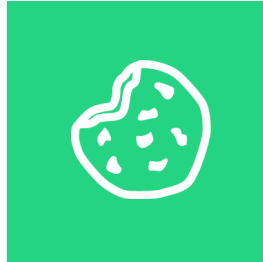
Unused Support Credits expire at the end of the term of the contract.

# Meyertech Support Menu

## Dishes

Email Support	
Phone Support	
RMA / Repair	
MF95	
Base SLA	
Intervention Support	
Case Report	
Knowledge Base	
PMH	Choice
Certified Partner Listing	Choice
Training	
WE95	Choice
Standard SLA	Choice
Warranty ARS	Choice
3rd Party Triage	Choice
Firmware Updates	Choice
Software Updates	Choice
IMAC	
UKPH95	Choice
Enhanced SLA	Choice
Bespoke Product Support	Choice
Non-Warranty ARS	Choice
MF50	Choice
MF09	Choice
WE50	Choice
WE09	Choice
UKPH50	Choice
UKPH09	Choice
Contract SLA	Choice
Escalation Service	Choice
Scheduled Reporting	Choice

# Snacks



Bite-size and nutritious Snacks can be purchased to supplement your chosen menu.



Our assortment of appetising Snacks are freshly prepared to order and include extended support availability and access to additional support dishes.

Snacks can be purchased by any Meyertech customer who has a current Support Menu.

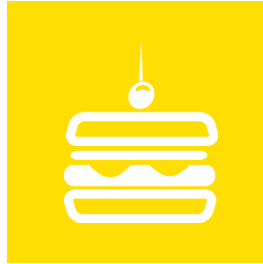
Snacks expire at the end of the Snack period stated.

# Meyertech Support Menu

## Dishes

<b>Email Support</b>	Choice
<b>Phone Support</b>	Choice
<b>RMA / Repair</b>	Choice
<b>MF95</b>	Choice
<b>Base SLA</b>	Choice
<b>Intervention Support</b>	Choice
<b>Case Report</b>	Choice
<b>Knowledge Base</b>	Unavailable
<b>PMH</b>	Choice
<b>Certified Partner Listing</b>	Unavailable
<b>Training</b>	Choice
<b>WE95</b>	Choice
<b>Standard SLA</b>	Choice
<b>Warranty ARS</b>	Choice
<b>3rd Party Triage</b>	Choice
<b>Firmware Updates</b>	Choice
<b>Software Updates</b>	Choice
<b>IMAC</b>	Choice
<b>UKPH95</b>	Choice
<b>Enhanced SLA</b>	Choice
<b>Bespoke Product Support</b>	Choice
<b>Non-Warranty ARS</b>	Choice
<b>MF50</b>	Choice
<b>MF09</b>	Choice
<b>WE50</b>	Choice
<b>WE09</b>	Choice
<b>UKPH50</b>	Choice
<b>UKPH09</b>	Choice
<b>Contract SLA</b>	Unavailable
<b>Escalation Service</b>	Choice
<b>Scheduled Reporting</b>	Unavailable

# Meyertech Club Sandwich



Try our tasty Meyertech Club Sandwich, just the thing when you don't have the appetite for a full menu.

The Meyertech Club Sandwich is constructed to cover non-warranty RMA associated repairs without the need to purchase full Support Menu packs.

Each Sandwich is served with ten support Credits.

Sandwiches can only be purchased for active RMA / Repair cases.

Any unused repair credits will be credited to the Customer's Support Account and may be used for any future RMA / Repair cases and email support.

Sandwiches can be purchased by any Meyertech customer.

Unused Support Credits expire 3-months after purchase unless 'refreshed' through new purchases.

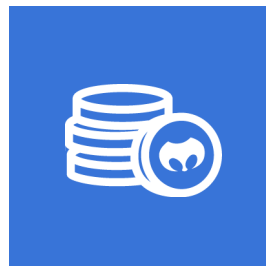
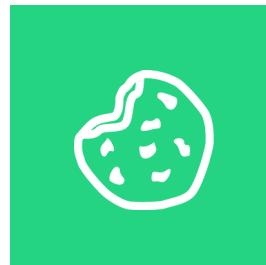
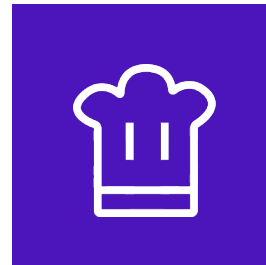
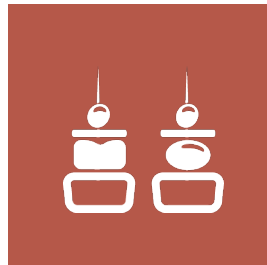
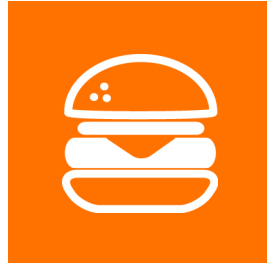




# Meyertech Support Menu

## Dishes

<b>Email Support</b>	
<b>Phone Support</b>	Unavailable
<b>RMA / Repair</b>	
<b>MF95</b>	Unavailable
<b>Base SLA</b>	Unavailable
<b>Intervention Support</b>	Unavailable
<b>Case Report</b>	Unavailable
<b>Knowledge Base</b>	Unavailable
<b>PMH</b>	Unavailable
<b>Certified Partner Listing</b>	Unavailable
<b>Training</b>	Unavailable
<b>WE95</b>	Unavailable
<b>Standard SLA</b>	Unavailable
<b>Warranty ARS</b>	Unavailable
<b>3rd Party Triage</b>	Unavailable
<b>Firmware Updates</b>	Unavailable
<b>Software Updates</b>	Unavailable
<b>IMAC</b>	Unavailable
<b>UKPH95</b>	Unavailable
<b>Enhanced SLA</b>	Unavailable
<b>Bespoke Product Support</b>	Unavailable
<b>Non-Warranty ARS</b>	Unavailable
<b>MF50</b>	Unavailable
<b>MF09</b>	Unavailable
<b>WE50</b>	Unavailable
<b>WE09</b>	Unavailable
<b>UKPH50</b>	Unavailable
<b>UKPH09</b>	Unavailable
<b>Contract SLA</b>	Unavailable
<b>Escalation Service</b>	Unavailable
<b>Scheduled Reporting</b>	Unavailable



# Credits



Customers access Meyertech support by choosing a Support Menu to meet their support demands.

Support demands are determined by the support dishes you require access to and expected support consumption.

Each Menu is served with a portion of Support Credits to pay for support services you consume.

Support Credits can also be used to purchase Snacks.

New customers who are yet to purchase a Support Menu receive GRATIS Support Credits with every product purchased.

If you are an existing customer with a current Support Menu GRATIS Support Credits are simply added to your customer support account with every purchase you make.

Support Menus may be purchased at any time to top-up your Support Credits and you can even change your choice of Support Menu through our credit conversion process.



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[www.meyertech.co.uk](http://www.meyertech.co.uk)

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