

Logitech Select Five Year Enterprise Plan (994-000325)

Logitech Select Enterprise Plan - Extended service agreement - advance parts replacement (for video conferencing devices) - 5 years - shipment - 8x5 - response time: NBD - up to 750 rooms

The Logitech Select Enterprise Plan is designed to provide support and service for your video conferencing devices. This extended service agreement ensures that your equipment is protected with advance parts replacement, minimizing downtime and maintaining productivity. With service availability 8 hours a day, 5 days a week, and technical support accessible 24/7, your business is covered around the clock. The plan offers a variety of support options, including next business day shipment for parts, same-day on-site service, and tier 2 technical support through both phone and e-mail consulting. Whether you're dealing with hardware issues or seeking expert advice, the Logitech Select Enterprise Plan has you covered, ensuring your video conferencing systems are always in condition.

Key Selling Points

- Next business day parts shipment
- 24/7 phone and e-mail consulting
- Same-day on-site service response
- Advance parts replacement included
- Comprehensive extended service agreement

Product Features

- Comprehensive coverage
The Logitech Select Enterprise Plan offers an extensive service agreement that includes advance parts replacement, ensuring minimal downtime and maximum productivity for your video conferencing devices.
- Round-the-clock support
With 24/7 access to phone and e-mail consulting, this plan ensures that expert assistance is just a call or click away, any time of the day, any day of the week.
- Prompt response times
Experience peace of mind with next business day shipment for parts and same-day on-site service, ensuring your equipment is back up and running swiftly.
- Versatile service options
Catering to a wide range of needs, the plan offers both shipment and on-site support, alongside tier 2 technical support, making it a versatile choice for businesses of all sizes.

Main Specifications

Product Description	Logitech Select Enterprise Plan - extended service agreement - 5 years - shipment
Type	Extended service agreement
Service Included	Advance parts replacement
Location	Shipment
Full Contract Period	5 years
Response Time	Next business day
Service Availability	8 hours a day / 5 days a week
Pricing Type	Up to 750 rooms
Class of Equipment	Video conferencing devices

Extended Specification

General

Service Included	Advance parts replacement
Location	Shipment
Full Contract Period	5 years
Response Time	Next business day
Service Availability	8 hours a day / 5 days a week
Pricing Type	Up to 750 rooms
Class of Equipment	Video conferencing devices

Details

Service & Support	Extended service agreement - advance parts replacement - 5 years - shipment - response time: NBD - availability: 8 hours a day / Monday-Friday Technical support - phone consulting - 5 years - response time: 1 h - availability: 24 hours a day / Monday-Sunday - Tier 2 Technical support - e-mail consulting - 5 years - response time: 1 h - availability: 24 hours a day / Monday-Sunday - Tier 2 Extended service agreement - parts - 5 years - on-site - response time: same day - 5 spares
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