

BAYCOM

A lifeline in the moments that matter



SYSTEMGUARD[®] *SERVICE AGREEMENTS*



PROACTIVE PROTECTION FOR MISSION-CRITICAL SYSTEMS

When communications fail, operations stop. BAYCOM's highly customizable SystemGuard Service Agreement keeps your critical systems operating at peak performance.



PRIORITY SERVICE WHEN IT MATTERS MOST

Get fast response times and preferred scheduling

SystemGuard customers receive priority status, helping minimize downtime and restore critical equipment quickly. When every second counts, you move to the front of the line.



PREVENTATIVE MAINTENANCE

Stay ahead of issues before they disrupt operations

Routine inspections, testing, firmware updates, and performance checks help reduce risk, extend system life, and ensure compliance with manufacturer standards.



PREDICTABLE COSTS. NO SURPRISES.

Protect your budget with planned service expenses

Service costs are defined upfront to reduce unexpected repair bills, with flexible annual, quarterly, or monthly billing options to help you forecast expenses with confidence.

CERTIFIED EXPERTISE *ACROSS YOUR SYSTEMS*

SERVICE *YOU CAN TRUST*

All work is performed by factory-trained, licensed, and certified technicians. BAYCOM delivers experienced support across:

- Two-way radio systems
- Dispatch and 911 communication systems
- Video surveillance systems
- Access control platforms
- Integrated security systems
- Networking infrastructure

We service what we sell and often support equipment purchased elsewhere.

BAYCOM partners with industry-leading technology providers, and backs each solution with expert service.



CHOOSE *YOUR LEVEL OF PROTECTION*

The following agreements can be customized to include system-specific coverage options.

SYSTEMGUARD BASIC

Priority repair coverage when issues arise

- Break/fix labor coverage
- Priority scheduling
- Structured service coverage
- Predictable annual cost

Ideal for organizations seeking dependable repair coverage with front-of-line service status.

SYSTEMGUARD PLUS

Proactive support for greater system assurance

Includes everything in Basic, plus:

- Remote monitoring where supported
- Software and firmware patching
- Preventative maintenance services
- Proactive issue identification

Remote access is required for certain Plus-level features and may vary based on system configuration and customer IT policies.

NEED RADIO MANAGEMENT SERVICES?

Offered separately, radio management provides fleet oversight, programming coordination, inventory tracking, firmware updates, and lifecycle planning. It's a great complement to SystemGuard for organizations seeking full fleet accountability. Contact us for more information.



IT WILL *WORK*

We've done the research. We have the experience. We're in this together.

Reach out to us today to set up a customizable SystemGuard Service Agreement.



BAYCOM

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