

# BAYCOM

A lifeline in the moments that matter



## SYSTEMGUARD<sup>®</sup> *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 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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