



Disaster Recovery

We understand how important business performance is in today's market. To that end, included with a Rauland-Borg Corporation of Florida's *CarePlus* Plan we have added a Disaster Recovery Strategy. In the event that your system is rendered permanently inoperative due to a natural or other disaster, Rauland-Borg Corporation of Florida will make all reasonable efforts to restore limited service to your location within 72 hours from the time of your request. Once limited service has been restored, Rauland-Borg Corporation of Florida representatives will continue to work with you towards full restoration.

A *CarePlus* Support Plan can provide:

- Contract based response times
- 24 x7 response for Major Corrective Action
- Parts and Labor coverage
- Software Upgrade Option for corrective updates and performance enhancements
- Parts Management Option for the Warranty Period
- Accurate & Predictable expense budgeting
- Minimize Business Process interruptions
- Once-a-Year Annual Review
- Comprehensive Disaster Recovery Strategy Process
- Remote Consultation Support
- Improved Business Results

**CONTACT A RAULAND-BORG CORPORATION OF
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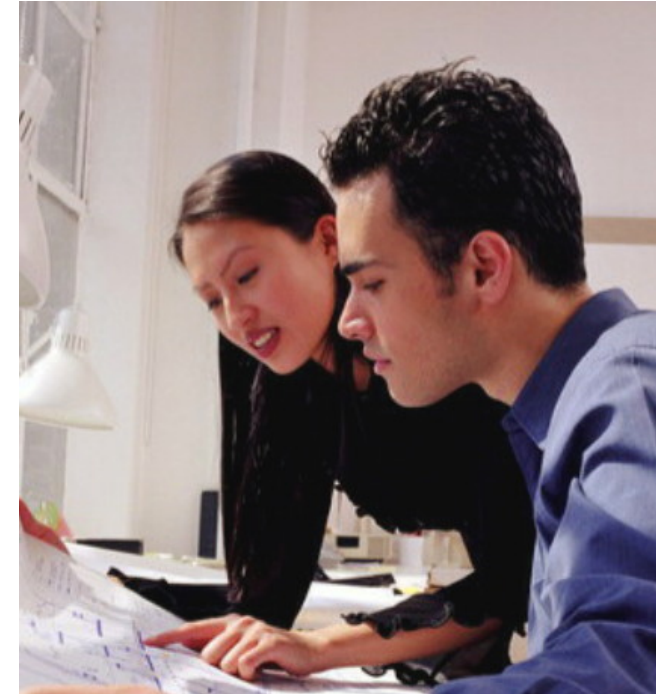
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CarePlus Support Plan Difference



HealthCare Solutions

- Rauland Nurse-Call Systems
- Stand-alone Intercom Systems, Specialty Sound Systems
- Overhead Paging, Emergency Notification
- Audio/Visual, TV Distribution
- Security, Access Control, Video Surveillance, Infant Security, Patient Wandering Protection
- Voice/Video/Data; Premise Structured Cabling
- Wireless Phones & System Integration

Education Solutions

- Rauland Intercom Systems
- Specialty Sound Systems, Overhead Paging
- Audio/Visual, TV Distribution
- Security, Access Control, Video Surveillance
- Master Clock Systems
- Voice/Video/Data; Premise Structured Cabling
- Wireless Phones & System Integration

Resources

No other company has the resources, infrastructure, and processes required to support all solutions as consistently, effectively, and reliably as Rauland-Borg Corporation of Florida. No other company offers the compelling combination of innovative engineering, skills and experience. Rauland-Borg Corporation of Florida technical personnel receives up-to-date training to keep their knowledge and skills current. We are passionate about providing our customers with the best support to meet their business goals.

Field Services Organization

Our Remote and On-site Support is backed by Factory Certified Technicians who ensure familiarity with your system equipment. Using the latest technology in test equipment, technical documentation, and manufacture engineering support, allows for efficient problem resolution.



Serviceability

Rauland-Borg Corporation of Florida continues to provide and support products that exceed industry standards. Rauland-Borg develops and manufactures its own products, and has a team of certified experts with a core understanding of equipment and software functionality. Customer issues are quickly addressed and resolved allowing for less business interruption through advanced diagnostic and repair, self-tests, and error reporting.



Replacement Parts / Software

Logistics support systems are provided to ensure that when a Field Technician orders a part, they receive the latest revision level. It also allows for the part to be replenished to the required inventory level.

With Rauland-Borg Software Production, you can rely on your software being kept up-to-date and regenerated with the feature enhancements you have purchased.

