

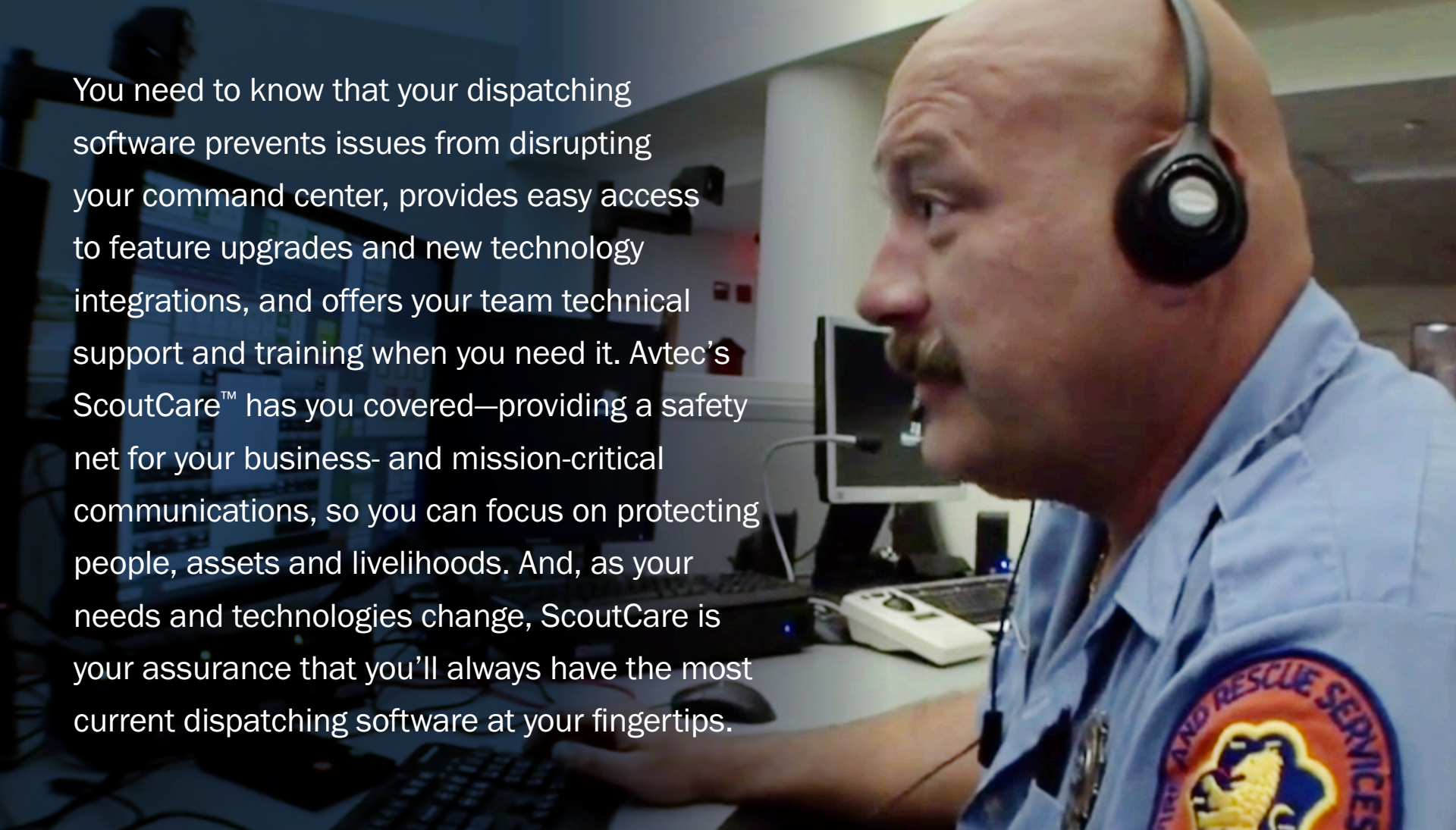


# Avtec ScoutCare

SOFTWARE MAINTENANCE AND SUPPORT PROGRAM







You need to know that your dispatching software prevents issues from disrupting your command center, provides easy access to feature upgrades and new technology integrations, and offers your team technical support and training when you need it. Avtec's ScoutCare™ has you covered—providing a safety net for your business- and mission-critical communications, so you can focus on protecting people, assets and livelihoods. And, as your needs and technologies change, ScoutCare is your assurance that you'll always have the most current dispatching software at your fingertips.

## PROVEN

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Major U.S. airlines, Class I railroads, Fortune 500 companies, and public safety agencies count on ScoutCare's licensed, post-warranty software maintenance and support program to keep their dispatching and command centers running smoothly. ScoutCare provides continual software enhancements, protects consoles against unforeseen issues and cyberthreats, and gets your system back online quickly if something goes wrong.

## SCALABLE

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Whether you have one Scout™ console or hundreds, ScoutCare has you covered. Your ScoutCare license can grow with your needs, helping you control costs and increase efficiency by budgeting in advance for maintenance and upgrades. Access the latest fixes and software enhancements at no additional charge.

## RELIABLE

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Avtec's Scout software is constantly enhanced with security features such as access control, encryption and audit trails and is tested for vulnerabilities to keep up with the latest cybersecurity threats. With ScoutCare, you can be certain that you are benefiting from best-in-class protection for your dispatch technology investment.

# WHY CHOOSE AVTEC SCOUTCARE?

ScoutCare is Avtec's licensed, post-warranty maintenance and support program. It gives you the assurance and peace of mind that your console investment will always be protected. ScoutCare keeps your team up and running today, with 24/7/365 on-demand support, while keeping an eye on tomorrow, as we continually develop new features, enhancements and integrations to meet your changing requirements.

## SCOUTCARE GIVES YOU

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### 24/7/365 TECHNICAL SUPPORT

ScoutCare's ongoing software updates help you prevent issues before they impact your command center. And should the unexpected occur, ScoutCare ensures incidents are resolved quickly, with minimal demand on your resources. Your ScoutCare subscription means you and your team can count on immediate technical support from our experts, any hour of any day.



### REDUCED SECURITY RISK

With our team focused on software development and testing best practices, you can rely on ScoutCare to help keep your consoles secure and mitigate ever-changing cybersecurity threats.



### CONTINUAL SOFTWARE UPGRADES

You'll always have the latest Scout releases and patches—they are included as part of your ScoutCare subscription. These ongoing improvements and product enhancements mean the leading voice communications tools and technologies are always at your disposal and will integrate with your entire dispatch communications system.



### TECHNICAL TRAINING AND KNOWLEDGE BASE

As part of your ScoutCare license, your team receives two seats each year to attend Scout training, either at our facility in Lexington, South Carolina, or online. Plus, you'll have access to Avtec Connect, our web-based information portal featuring product documentation, software release notes, training videos and other helpful data.



### LOWER TOTAL COST OF OWNERSHIP

ScoutCare allows you to set your console maintenance and support budget in advance. And with the program's continual security updates and feature enhancements, you extend the life span of your technology investment.



### HARDWARE MAINTENANCE OPTIONS

If desired, you can add on ScoutCare's hardware support program that provides for repair and replacement of Avtec hardware products and accessories. We'll even provide advance replacement equipment and expedited shipping options in the event that an urgent repair takes your hardware out of service.



“With ScoutCare, we have 24/7/365 post-warranty technical support as well as an evergreen product because of the continual software updates. We see our relationship with Avtec as a true partnership.”

—TERRY LAVALLEY,  
RADIO TECHNOLOGY SERVICES DIRECTOR  
VERMONT DEPARTMENT OF PUBLIC SAFETY  
AND VERMONT STATE POLICE



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