

Our solutions are customized to fit the needs of each client and application. Our service options include a combination of warranty coverage plus valuable features for a turnkey experience.

	Standard Warranty	Silver Support OR One-Time Ticket	Gold Support Plan
Technical support for defects covered by manufacturers warranty	X	X	X
Unlimited access to manufacturer resources, manuals, downloads, etc.	X	X	X
Online ticket submission for tech support requests	X	X	X
Email support with response in 24 hours	X	X	X
Liason with manufacturer to coordinate factory repair	X	X	X
Basic phone support for guidance to manufacturer resources	X	X	X
Phone support with same day response*		X	X
Troubleshooting customer issues beyond manufacturers documentation		X	X
User training for installation, configuration or use of any solution		X	X
Fine tuning of print quality to match customer expectations		X	X
Assistance with card design beyond documentation in help files		X	X
Support with database configuration, import/export, live links		X	X
Physical diagnosis of equipment with 1-2 day turnaround for feedback		X	X
Physical repair of equipment with 2-3 day turnaround for service		X	X
Phone or email support with top priority response same day			X
Access to rental equipment for demos or backup to production			X
Prepaid shipping labels & logistics coordination			X
Ongoing troubleshooting for issues that last more than 30 days			X



ADVANTIDGE is a provider of identity management solutions that combine the top products from the security industry with professional services from a team of experts.

*Late-day requests with plans that offer same-day phone support will be prioritized for the next morning.

*One-Time Tickets include Desk Fee, AIS-Training or other paid support options that are not annual support plans.

*Custom support plans may include services similar to a GSP with company-approved changes itemized on the quote.

TRUSTED & PROVEN

CONFIDENCE DELIVERED

CONSULTATIVE APPROACH

Our value comes from two decades of experience, asking smart questions, and the invaluable knowledge which arises from truly listening.