Securitas Healthcare

Senior Living Support Services

SERVICE OVERVIEW

World-class support from the industry leader

COMPREHENSIVE SOLUTIONS FOR SENIOR LIVING

- **Emergency Call**
- **Nurse Call**
- **Fall Management**
- **Wander Management**
- **Staff Security**
- **Community Security**
- **Access Control**
- **Asset Management**
- **Environmental Monitoring**

INTRODUCTION

At Securitas Healthcare, we specialize in helping senior living communities maintain a safe, secure and resident-centered environment. With a 30+ year legacy and customer base of 12,000 communities, we are not only the leader in resident safety—we're also your best choice for ongoing service, support and training for your Securitas Healthcare Senior Living solution.

As part of the **By Your Side Lifetime Customer Care commitment**, we offer an array of services to provide you with world-class support, covering technical support, onsite services and a variety of staff training options. Whether you are a single community or an entire campus, Securitas Healthcare has the support you need to keep your resident safety solutions running at peak performance.

Support package overview

We've designed our support offerings to give you flexibility, predictability and most important, peace of mind.

SUPPORT AND MAINTENANCE	BRONZE	SILVER	GOLD
Online education/training: HealthStream & Knowledgebase support portal	✓	✓	✓
24/7 technical support	✓	✓	✓
Technical support remote access for Arial® system support	✓	✓	✓
Remote software upgrades	✓	✓	✓
Advanced replacement program	✓	✓	✓
Discounted service rates*		10%	15%
Annual remote training and system review		✓	✓
Annual onsite software upgrades			✓
Annual onsite staff training			✓
Annual onsite system inspection**			✓

LICENSED ARIAL FEATURES***	BRONZE	SILVER	GOLD
Database cloud backup	✓	✓	✓
General resident location	✓	✓	✓
WanderGuard® BLUE Wander Management integration to Arial	✓	✓	✓
Arial mobile app — up to 50 users		✓	✓
Arial web client		✓	✓
Enhanced resident location			✓
Foresite Fall Management integration			✓
Arial Community Insights			✓

*Discounted service rates apply to the hourly onsite rate
**Includes Wander Management/Secured Door inspection
***Some features may require additional purchase of hardware or installation labor

HARDWARE ONLY SUPPORT PLANS (WANDER MANAGEMENT AND DOOR LOCKING EQUIPMENT)*	
Online education/training: HealthStream and Knowledgebase support portal	✓
24/7 technical support**	✓
Discounted service rates (hourly rate only)	10%
Annual onsite staff training	✓
Annual onsite community inspection	✓
Advanced replacement program	✓
WanderGuard BLUE firmware updates	✓

*Pricing varies based on number of secured doors
**Phone based support — additional charges for onsite services may be required

Support elements

Learn about each part of the support services available to you and your community.

24/7 TECHNICAL SUPPORT

Around-the-clock live support 365 days a year—we have established multiple worldwide support centers that offer direct access to expert engineers at any time to accelerate resolution of advanced support issues to your satisfaction.

TECHNICAL SUPPORT REMOTE ACCESS TO ARIAL® SYSTEM

Remote support allows our expert technical support engineers to access your Arial system to help diagnose issues and resolve them. We understand the challenges of trying to have step-by-step instructions explained over the phone. Remove those challenges and Technical Support will remote into your system and do the work themselves. *INTERNET CONNECTIVITY IS REQUIRED.*

ARIAL SOFTWARE UPGRADES

Both minor updates and major upgrades are included in all our support packages for software-based solutions, so that you always have access to the latest features and functionality to extend the capabilities of your solution. If the upgrade can be done remotely, we will schedule and execute it with you, no charge!

KNOWLEDGEBASE SUPPORT PORTAL ACCESS

The online Support Community provides direct access to a wide variety of information and services, including user documentation, articles and downloads; self-service ticketing for a support request or a Return Material Authorization (RMA); and a peer discussion forum.

HEALTHSTREAM ONLINE EDUCATION

We understand the challenge of ever-changing staff. Securitas Healthcare Online University provides on-demand online classes, enabling quick and consistent new staff training, as well as keeping existing staff up to date on your solution. There is no limit on the number of staff and times classes can be taken. If your community utilizes another Learning Management System, Healthstream can directly integrate ensuring the latest curriculum is available to staff.

DISCOUNTED SERVICE RATES

If remote support is unable to fix the issue within our target service level goals, Securitas Healthcare will dispatch a certified technician based on the severity of the issue* to investigate and restore system service. (Please note that replacement of components not under warranty are not covered by the Onsite Repair Service.)

ANNUAL REMOTE TRAINING & SYSTEM INSPECTION

Securitas Healthcare will coordinate a time with you when a certified technician will remotely access your community's Arial system to perform a comprehensive system inspection once a year. If any problems are identified, the technician will work with you to resolve the matter immediately or develop a plan to address any larger issues. All findings are detailed in a SalesForce Ticket attached to the customer account.

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ANNUAL ONSITE SYSTEM INSPECTION

Securitas Healthcare will send a certified technician to your community to perform a comprehensive system inspection once a year. If any problems are identified, the technician will work with you to resolve the matter immediately or develop a plan to address any larger issues. All findings are detailed in a Facility Visit Report for ongoing reference.

ANNUAL ONSITE STAFF TRAINING

When the Securitas Healthcare technician is onsite for your Community Inspection, your staff will have the opportunity to receive additional technical training. Targeted toward system administrators and managers, this onsite technical training goes into greater depth than our Online Education courses on how to correctly manage the system and use reports and other advanced tools to maintain and monitor system activities and staff compliance to your community's standards.

ANNUAL ONSITE SOFTWARE UPDATE

During the Onsite Community Inspection, our technician will check your software and make sure that it is up to the latest standard. Any available updates will be installed, and your system fully tested to make sure that everything is working properly.

ADVANCED REPLACEMENT PROGRAM

Should you ever encounter difficulty with a component of one of your Securitas Healthcare systems, the Advanced Replacement Program can help your community significantly minimize both the duration of the outage and the costs to replace component. Securitas Healthcare will send you a replacement product that can be installed to help you quickly restore your system to working order. The broken component can later be returned to Securitas for substantial credit that offsets most of the cost of the replacement component.

COMPREHENSIVE ONSITE STAFF TRAINING

Training is key to a successful resident safety solution. Securitas Healthcare can provide onsite training to key groups to start you off on the right foot:

- Care Staff Training
- Administrator Training
- Maintenance Staff Training

Give your staff the knowledge they need to succeed through comprehensive, in-person training from a Securitas Healthcare expert.