

**TROUBLES  
HAPPEN EVEN IN  
PERFECT WORLD**



# MASTERCARE

## Programme of Assurance Services for Warranty and After-Warranty Period

MasterCare Programme is a complete portfolio of services and comprehensive range of assurance offerings that can be customized to the unique customer, deployment site and service level requirements.

MasterCare Programme pursue a safety for partners by the following processes: repair management, preventive maintenance, spare stock management, tailored training program, on-site inspections and obsolescence.

ERA offers MasterCare Programme to assure all occurrences of unpleasant matters as well as to maintain high technical level throughout the life cycle.

### SERVICES:

- ✓ Help desk services - trouble shooting support
- ✓ Software assurance services
- ✓ Hardware assurance services
- ✓ Customized training program
- ✓ On-site inspections and maintenance
- ✓ Annual preventive maintenance on entire infrastructure and system performance review
- ✓ Real-time monitoring of the systems (on demand)
- ✓ Engineering services at preferred rates (on-demand)

ERA supplies systems and products which were developed to be always on-line, always available. The system design by ERA allows for a minimal and unobtrusive maintenance schedule.

MasterCare offers customers the industry's most experienced engineers and longest track record of operational surveillance system management to protect their investment. ERA's technicians provide diagnosis, tracking, resolution and, if necessary, solve the troubles.

MasterCare assurance services address the entire system including the hardware, firmware and software to ensure ERA's systems operate at peak performance.



#### BENEFITS:

- Customized MasterCare programmes from portfolio of services
- Predictable maintenance costs
- Priority access inside ERA through dedicated Key Account
- Periodical system check-ups
- Repair management
- Guaranteed spares availability, spares stock management
- Possible obsolescence management

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