

Expert Care Solutions

Ongoing system care, provided
by the experts behind it.

SUPPORT REIMAGINED

Expert Help, Delivered With Care

Managing a monitoring system requires time, consistency, and a working knowledge of compliance standards. For many teams, it's an ongoing responsibility added to an already full plate. That's why we created Expert Care Solutions—flexible tiers designed to match your level of need. From comprehensive remote support to on-site visits and validation services, each option is built to ease the workload, reduce risk, and put trusted experts to work for you.

24/7 Care: Global Hotline Assistance

The always-on solution for expert phone support, real-time issue resolution, and nonstop peace of mind.

When issues arise, timing is everything. 24/7 Care connects you directly to Dickson's expert support team—any time, day or night. Whether it's a critical question or an unexpected disruption, you'll have continuous access to the help you need.

As a 24/7 Care customer, you'll never face system issues alone—our experts are just a call away, anytime you need them.

✓ **24/7 Access**

With expert support available at all hours, you can count on immediate help to minimize disruptions and maintain performance.

✓ **Lifeline Support**

With 24/7 Care, you'll have an extra layer of protection and can rest assured knowing that help is always within reach.

✓ **Direct-to-Expert Hotline**

Reach our experienced service team anytime through a dedicated phone line, reserved for 24/7 Care customers.



Create the Ultimate Care Experience

Add 24/7 Care to any Expert Care Solution for continuous access to help—day or night.

TotalCare: Comprehensive Remote Support

The comprehensive solution for remote system support and expert guidance—no on-site visits required.

TotalCare offers expert remote support for teams that don't require on-site service. From setup to ongoing optimization, it's built to keep your monitoring system reliable, up to date, and easier to manage—while reducing the workload on your team.

As a TotalCare member, you'll have access to a full range of services designed to support your system remotely.

✓ **Self-Help Video Library**

A library of step-by-step tutorials available anytime to guide you through key system tasks.

✓ **Unlimited Remote Setup**

Configuration support delivered remotely by our experts, whenever you need it.

✓ **On-Demand Remote Training**

Access to on-demand training sessions to keep your team confident and capable.

✓ **Extended Warranty**

Added protection with an extended warranty on Dickson loggers and gateways.

✓ **Cloud Updates & Validation Documentation**

Automatic updates and supporting documentation to help meet compliance and validation needs.

✓ **Annual Software Health Review**

A yearly system checkup performed remotely to assess performance and highlight opportunities for improvement.

Need more coverage?

Add 24/7 Care for after-hours support, or upgrade to UltraCare for all TotalCare benefits plus on-site service.





Care That Sets a ***Higher Standard***

Expert Care Solutions go beyond traditional service. Built by the experts behind your system, they deliver dependable support and the peace of mind that comes from knowing you're backed by people who care as much as you do.

UltraCare: White Glove Service and Support

The premium solution designed to provide remote support, on-site expertise, and elevated care for your entire system.

UltraCare is our most comprehensive service plan, delivering both remote and on-site support with a white-glove approach. From hardware installations to system maintenance and everything in between, our experts are hands-on so your team doesn't have to be.

As an UltraCare member, you'll receive all the remote support included with TotalCare, plus exclusive on-site services that brings expert help to your facility.

✓ **On-Site Installation and Training**

Expert-led setup and education to ensure a smooth system launch.

✓ **Annual Train-the-Trainer Session**

Empower your internal champions with a yearly refresher tailored to your team's needs.

✓ **Annual Battery Replacement**

Ensure continuous performance with proactive, on-site battery swaps for all applicable devices.

✓ **Annual Sensor Calibration**

Stay audit-ready with expert-led, on-site calibration scheduled at your convenience.

✓ **Full Suite of Remote Services**

From remote training to system reviews, every TotalCare benefit is built in.

✓ **White-Glove Support Model**

A hands-off experience for your team, managed entirely by our experts.

Need Validation Services?

*Choose **UltraCare + Validation** to ensure your system is qualified and audit-ready.*

UltraCare + Validation delivers the highest level of service Dickson offers—combining UltraCare's full support with validation-specific services tailored for regulated environments. From initial IQ/OQ protocol development and execution at launch to annual documentation prepared by our experts, this solution helps ensure audit readiness while easing your team's compliance workload.



See page 6 for a side-by-side comparison of all Expert Care Solutions.

Which Care is Right for You?

Explore your options to find the level of support that fits your needs.

Every team has different needs when it comes to managing their monitoring systems. That's why we've structured Expert Care Solutions in distinct tiers, so you can choose the option that fits your operational needs, compliance goals, and available resources.

Use this comparison to identify which solution offers the right balance of service, support, and peace of mind for your team.

| Annual Benefit | Included with SaaS | 24/7 Care | TotalCare | UltraCare | UltraCare + Validation |
|--|--------------------|-----------|-----------|-----------|------------------------|
| Remote Services | | | | | |
| Phone Support 12x5, M-F | • | | • | • | • |
| Phone Support 24x7 | | • | | | |
| Self-Help Videos | • | • | • | • | • |
| Unlimited Remote Setup | | | • | • | • |
| On-Demand Remote Training | | | • | • | • |
| Remote Software Health Review | | | • | • | • |
| Cloud Updates & Validation Documentation | | | • | • | • |
| Extended Warranty | | | • | • | • |
| On-Site Services | | | | | |
| Initial System Install, Implementation, and Training | | | | • | • |
| “Train the Trainer” Session | | | | • | • |
| Battery Swap | | | | • | • |
| Sensor Calibration | | | | • | • |
| Initial System Validation | | | | | • |
| IQOQ Documentation | | | | | • |

INTERESTED IN LEARNING MORE?

If you're interested in learning more about Dickson's Expert Care Solutions and how they can benefit your business, we're here to help. Simply reach out to us via email at supportinfo@dicksondata.com or give us a call at **630-563-4209**. Our team is ready to assist you and answer any questions you may have.



Protecting what matters most starts with trust.

Because compliance, performance, and peace of mind should never be left to chance.

Expert Care Solutions build on the trust you already place in Dickson by expanding our support to cover the ongoing responsibilities that keep your monitoring system performing at its best. When internal resources are stretched, we help ease the load so your team can stay focused where it matters most.

These services are designed for teams who take their work seriously and expect the same from their partners. We bring the focus, urgency, and accountability needed to reduce operational strain and support long-term system performance and reliability.



Environmental Monitoring + Compliance Experts

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