

Services Guide

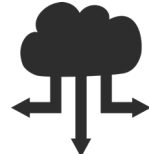
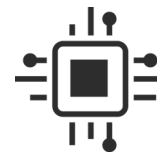
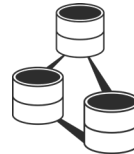


Obsidian Precision Care

Precision Care Services gives you peace of mind. This service ensures you have a skilled remote technician available to you with rapid response for services such as technical, implementation support, configuration, updates, retraining and more. Our experts have advanced skills in all major sub-systems and common peripherals. Feel confident in an expert resource being on stand-by for you.

Obsidian Edge RMM

EdgeRMM is our Remote Monitoring and Management solution. Consisting of integrated Hardware and Software probes, system health parameters are monitored in real-time. Email alerts are sent to users when issues are detected. These alerts give timely updates ensuring rapid response and help to limit downtime. When bundled with Precision Care our techs can apply proactive support.



Obsidian Integration APECS Technology

- Advanced Power Environmental Control System -

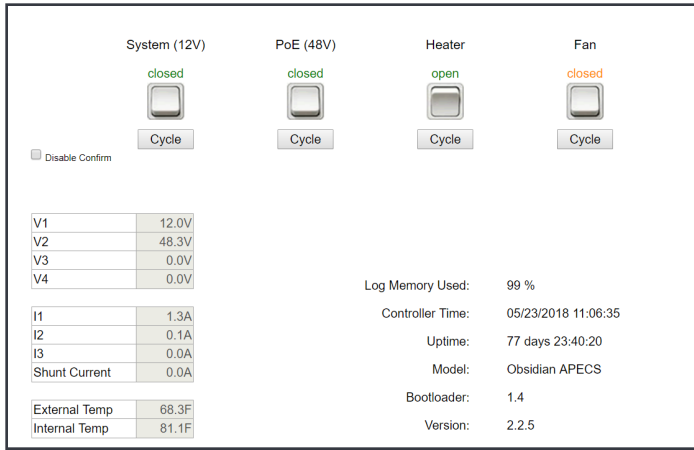
APECS is integrated into a range of Obsidian products. This invaluable tool provides a remote control portal and full visibility into system health. The APECS logs health statistics such as power and temperature performance. It enables control of specific internal DC power rails and PoE systems. HVAC like environmental controls are enabled through this system enabling advanced temperature control setup and monitoring.



Services List

Service	Terms
EdgeRMM	1 - 5 Years
Precision Care	1 - 5 Years
Extended Warranty	1 - 3 Years
Technical Support	Hourly Rates Available





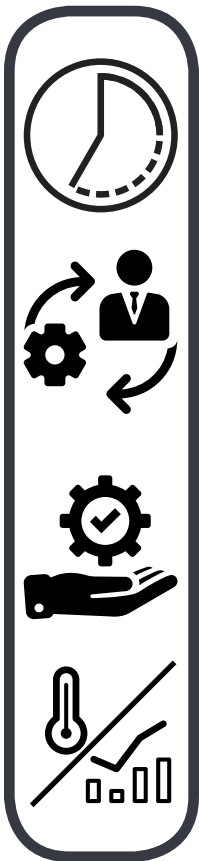
APECS Interface

EdgeRMM Core Capabilities

- Active system availability monitoring.
- Email event and failure alert notifications
- Performance and health logging functions
- Customer Portals Available

Obsidian Integration APECS

- Advanced Power Environmental Control System Available on Several Products
- Provides Individual Power Rail Control
- Enables HVAC Level Environmental Control
- Logging, Graphing and Reporting Functions



Obsidian Precision Care Services

Rapid Remote Response

Same day response from technicians
9 - 5 PST Monday - Friday

Configuration & Training

Obtain access to training videos and systems are pre-configured for turnkey use.

Knowledge & Info Base

Customers with active Precision Care agreements obtain access to our knowledge base and training videos.

Online Ticket Tracking

Our Customer Portal can provide ticket tracking for system failures and repair status information.

Obsidian Edge RMM Service

Availability Monitoring

Continuous monitoring systems alert defined users to potential problems in near real-time

Self Service Tools

Users may manually review system status and trigger remote control systems such as APECS or reset relays

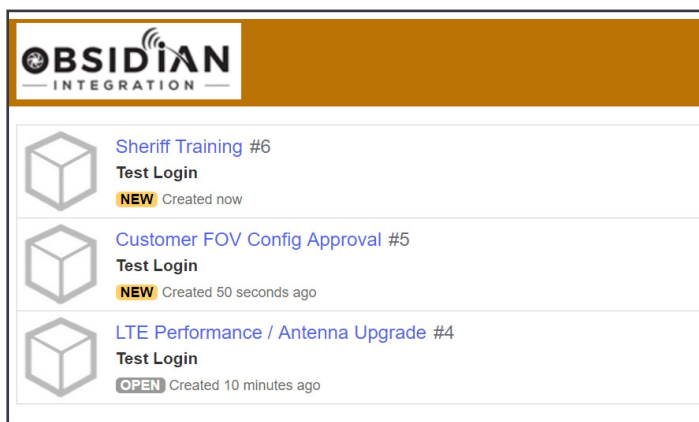
Email Alert System

Users can be defined to receive system alerts. Precision Care Customers Also Send Alerts to Obsidian Techs

Strength In Numbers

When bundled with Precision Care Remote Obsidian Technicians attempt remote repair upon failure notification

Customer Support Portal



APECS Smart Phone Access

