

SENSUS Client Care Program Our Relentless Pursuit of Service Excellence

For over 30 years **SENSUS Communication Solutions** has been providing businesses with innovative communication solutions from leading manufacturers; yet that is only part of what we do. We have always believed that our commitment to our customers begins before the purchase and that our post sales service and support is just as important. So to deliver world class support we assembled an industry leading technical team, where we continually invest in training, leading edge technology and have implemented the systems and processes to support our customers.

We believe that our service commitment increases our customer's return on investment, drives end user adoption, improves business efficiency, allows our customers to better serve their clients and ultimately increases the bottom line of our customers businesses.

➤ SENSUS Core Purpose

Provide businesses with Unified communication tools that give them an edge in competing worldwide

🎯 SENSUS Big Goals

We will be best known for driving change in business communications and empowering Canadian companies to improve the world.

? Why SENSUS

- Serving Canadian markets for over 30 years
- Understands the Customers' needs
- Strong partnerships with manufacturers
- Fully manufacturer certified technical team

SENSUS Core Values

Integrated Teamwork & Shared passion

In all departments, external Partners, and with customers

Perpetual Evolution

Constant identification of challenges and improvement of processes

Responsive to the Market

Identify friends and respond through perpetual evolution

Sincere Sustainability

Incorporating responsibility in all of our practices Promoting encouraging and supplying this within our markets



SENSUS Maintenance

The primary goal of our service organization is to ensure that your service level matches your organizational needs and budget. Whether your organization is mission critical and demands 24/7 access to support and 99.9% uptime or just someone on the end of the phone to answer simple questions, we have 4 services levels to meet your needs:

Bronze Maintenance

This is best suited for the customers requiring minimal support on solving technical and operational issues. The service includes, unlimited telephone support, Technical Support, Remote system access and testing, operational support, new product manufacturer warranty support, 24-hour video test point (video only) and on-line support.

Silver Maintenance

An economical maintenance well suited for the customer with some technical knowledge and requiring minimal support. The service includes all listed in Bronze Maintenance plus Extended warranty and Advance Replacement.

Gold Maintenance

This service includes all listed in the Silver Maintenance plus, On-Site technical support during Normal Business Hours.

A photograph of two call center agents, a man and a woman, wearing headsets and working at computers. The image is overlaid with a semi-transparent red filter.

SENSUS Maintenance

SENSUS Maintenance ensures

- Maximum system Up-Time
- Peak system performance and efficiency
- Improved organizational adoption
- Guaranteed Support Availability – National dedicated technical team
- System are kept current: Manufacturer Software upgrades and updates
- Peace of mind for all business units
- Global Support allows for a consistent service levels for multi-national companies

SENSUS Sales and Technical Team

SENSUS teams are continually kept current on the latest unified communications and technologies.

- Polycom Trained and Certified: Video, Network Infrastructure, VoIP, Wireless and Audio
- LifeSize Trained and Certified: Video and Infrastructure Products
- Spectralink - wireless communications



SENSUS Awards Accomplishments



SENSUS strategies ensure that we continue to be the industry leader in the telecommunication equipment market.

- 2014 Frost & Sullivan Market Share Leader for Headsets
- Polycom Distributor Service Partner
- Polycom Highest Canadian Volume Distributor 2007, 2008
- 'Top 100 fastest Growing Companies' list 2007 Business in Vancouver
- Polycom Canadian Voice Partner of the year - 2004, 2005
- First Canadian LifeSize Partner – 2005
- BC Call Centre Vendor of the Year 2006



SENSUS Maintenance Program Service Matrix

SENSUS Maintenance Program at a glance. Our Account Managers are committed to work with you to ensure you make the right service level decision for your organization.

Features	Bronze	Silver	Gold
Unlimited Telephone Support	✓	✓	✓
Technical and Operational Support	✓	✓	✓
Remote Access and Testing	✓	✓	✓
24 Hour Video Test Point	✓	✓	✓
On-line Web Support	✓	✓	✓
Hardware and Software Warranty		✓	✓
Software Updates		✓	✓
Software Upgrades		✓	✓
Advance Replacement		✓	✓
On-site Technical Support 8 x 5			✓