

Satisfaction Assessment Services

with The Informant survey system

These programs allow you to obtain ongoing, in-depth analysis of your customer and employee satisfaction levels while identifying fluctuating trends in service and product satisfaction. The S.A.S. programs will dramatically impact your bottom line by providing the tools you need to quickly improve customer and employee

retention. Additionally, our gold program builds a customer e-mail address database and manages an ongoing e-mail marketing program, increasing customer visits and loyalty.

FEATURES

	Bronze Program One Month	Silver Program Twelve Month	Gold Program Twelve Month
Use of a 10-unit survey system with 2 alphanumeric pagers	✓	✓	✓
Customer and employee satisfaction survey and report design		✓	✓
Complete confidentiality and backup of all survey data	✓	✓	✓
Daily and weekly customer satisfaction reports	✓	✓	✓
E-Marketing Campaign Design			✓
E-mail address capture with e-notification service			✓

REQUIREMENTS

Dedicated Analog Telephone Line

Required for docking base/database communications. (May be shared with credit card or fax line, as the communications will be taking place after 2am each night).

Consistent Delivery and Docking

Survey Devices are to be delivered to every table during service and properly docked at the close of business each night.

A Committed Management and Service Staff

To properly implement the program and ensure its continued use during the assessment period, a committed staff is essential. LRS will provide an implementation guide covering proper installation, hardware operation, placement and care, and most importantly, staff buy-in.

A Signed Service Agreement



Long Range Systems UK

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PRODUCT PROTECTION

STANDARD WARRANTY

COVERAGE

All SAS hardware, while under contact, will be covered by a standard manufacturer's warranty. This warranty covers any defects in the product or product failure under normal use. The product is not covered for damage caused by water/liquid or physical abuse. It also will not cover lost or stolen hardware.

Any product failing under warranty will be replaced within 72 hours from the time it is received at our manufacturer's facility. If the docking station fails and results in a "system down" situation, LRS will offer advance replacement service, providing replacement product within 48 hours.

PRODUCT REPLACEMENT:

If the survey trays, docking bases, or manager pagers are lost, stolen, or incur damage outside of that covered within the manufacturer's warranty, the client is liable for the repair and/or replacement of that product.

PREMIUM WARRANTY

(Option available for service contracts of 12 months or longer)

COVERAGE

LRS will replace any hardware that is lost, stolen, damaged, or destroyed within 72 hours of receiving the claim form or the damaged product at our facility. This policy will only replace as many items as originally insured. For example: The client contracts for a 10-tray system that includes: 1 docking station, 10 survey trays, and 1 manager pager. During the life of the contract, the policy will replace up to 1 docking station, 10 survey trays, and 1 manager pager. Any replacements beyond the contracted quantities will be subject to the replacement cost illustrated above.

PRICING

The insurance premiums are based on the number of trays in your system and cover all of the hardware. The monthly premium will be added to your monthly service fee.

DATA SECURITY

DATA STORAGE

Data is stored on three separate servers - a main LRS server, an onsite backup and an offsite backup.

DATA TRANSFER

All data is transferred through an encrypted VPN (Virtual Private Network).

DATA PROTECTION

A three-tier architecture is employed to prevent unauthorized access to data.

DATA PRIVACY

LRS adheres to the strictest guidelines regarding customer data. Each customer's proprietary data will not be shared, sold or released without written consent of authorized personnel within your organization.



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