

# DTEN Orbit

## The Ultimate Customer Experience Platform

- + Extended Warranty with Advance Parts Replacement
- + Worry-free Support
- + Remote Device & User Management
- + Device Monitoring



## Designed to Enhance the DTEN User Experience

Access powerful management and maintenance device tools, an enhanced product warranty, and gain personalized access to DTEN's comprehensive customer success and support network



### Worry-free IT Support & Services

- Remote Device & User Management
- Remote Troubleshooting, automatic issue resolution and repair with **DTEN Orbit Mission Control**
- Remote Diagnosis & Repair
- Device Status & Health Monitoring
- Remote Firmware Updates



### Extended Warranty with Advance Parts Replacement

Minimize equipment downtime with advance parts replacement and comprehensive device coverage

- Extended Warranty for Length of DTEN Orbit Service Plan
- Advance Parts & Product Replacement



### Enhanced Customer Support

DTEN's knowledgeable solutions experts are dedicated to ensuring your success, with up to 24/5 support

- Live Customer Support & Rapid Response Time
- Recorded Product Trainings



### A Platform Built for Growth

New features and enhancements will be regularly added to further enrich the DTEN user experience



DTEN.COM | 1.866.936.3836

# DTEN Orbit

## User Experience Enhancement Platform

Device Management Dashboard | Advanced Replacement Warranty | Enhanced Customer Support

### DTEN Orbit Service Plans Available

	Basic <i>Included FREE with ALL DTEN devices*</i>	Pro
Device Manufacturer Warranty <sup>1</sup>	✓	✓
Remote Device Update & System Status Monitoring	✓	✓
Orbit Service Partner (OSP) Management Access	✓	✓
Remote Device Management	✓	✓
Remote Diagnostics	✓	✓
Extended Warranty for the Term of the Subscription	-	✓
Orbit Mission Control Remote Access Troubleshooting & Repair	-	✓
Advanced Parts Replacement	-	✓
Advanced Features including DTEN Security Suite		✓
Product Trainings	Recorded	Recorded
Support Hours (Excluding Major Holidays)	24/5	24/5
Service Level Objectives	4 hours	2 hours
Customer Success Coverage	-	✓
Service Check-ins	-	Monthly
Executive Business Reviews	-	✓

#### Personalized service plans available

<sup>1</sup> Device warranty coverage of 1 year from date of purchase

\* Eligibility requires enrollment in DTEN Orbit

For the latest information, visit:  
[dten.com/orbit-service-plans](https://dten.com/orbit-service-plans)