

Our unique range of Service Packs provide the total solution for operating your Digital Signage Network effectively. ODS have partnered with National IT Service Providers to provide a quick 2 hour response on issued support tickets, and same day remote diagnostic, plus full software assurance & dashboard monitoring service, across Android & Windows OS. Hardware is backed up by a National Service Providing vital on-site support for all hardware issue and failures within 3 business days.

1 Year Remote SLA
£50 per year, per player



3 Years Remote SLA
£36 per year, per player



1 Year
£120 +VAT per year



3 Years
£90 +VAT per year



5 Years
£79 +VAT per year



SOFTWARE SERVICES

PRODUCT CODE	DESCRIPTION
SSP01-SLA-1YEAR	1 Year- Software Service Pack & Support, Remote dash board monitoring, supporting DSNET & DSA Softwares
SSP03-SLA-3YEAR	3 Years- Software Service Pack & Support, Remote dash board monitoring, supporting DSNET & DSA Softwares

HARDWARE SERVICES

PRODUCT CODE	DESCRIPTION
HSP01-SLA-1YEAR	1 Year - Hardware Service Pack, Extended warranty to 3 business days onsite support, same day remote support
HSP03-SLA-3YEAR	3 Years - Hardware Service Pack, Extended warranty to 3 business days onsite support, same day remote support
HSP05-SLA-5YEAR	5 Years - Hardware Service Pack, Extended warranty to 3 business days onsite support, same day remote support

For 65" and above extra £30 per year

Upgrade your One Digital Solutions product to a 1-5 years extended onsite warranty, and benefit from same day technical remote support & 3 business days onsite support, covering all parts labour & a no quibble swap out service.

1-5 Years Extended Hardware Software Warranty Includes:-

- Covers up to a 72" Sized Display
- Same Day Technical Remote Support
 - 3 Business Days Onsite Support
- Parts & Labour, Swap Out Service

Software Assurance Service Pack Includes:-

- Covers Windows & Android Devices
- Same Day Technical Remote Support
- TeamViewer or LabTech Commercial
 - Remote Software Licence
- Dashboard Monitoring, Health checks & Player Maintenance

Operating Times: Monday to Friday 9:30am to 4:30pm (Exc Bank Holidays)

To log a support call on your One Digital Solutions Product

+ 44 (0) 121 455 5003
support@oneplc.co.uk



Remote Service Support Desk
& Ticket Support



Provider of IT Services, Helpdesk
and Technical Support Solutions