

# Unlock the Full Potential of Your RTLS with CenTrak's System Maintenance Agreement (SMA)



## Maximize performance and drive greater ROI with CenTrak's SMA

Don't just protect your investment—supercharge it. CenTrak's SMA keeps your Real-Time Locating System (RTLS) performing at its best, ensuring continuous reliability and driving optimal value for your organization. With proactive system upgrades, hands-on support, and priority issue resolution, the SMA keeps your operations running smoothly. Plus, our dedicated team provides expert guidance to help you fully leverage your CenTrak system for long-term success.

## System Performance

Service Included	No SMA	Essential	Advanced	Premium
<b>Warranty Extension</b> Extend warranty coverage for CenTrak products to ensure long-term protection.	No extension available	Yes	Yes	Yes
<b>Technical Support</b> Guaranteed response times from certified CenTrak technicians.	Billable Service Unless Due to Product Defect	24x7 for critical tickets 8x5 for all other tickets	24x7 for critical tickets 24x5 for all other tickets	24x7 for all Tickets
<b>Access to Upgrades and Updates</b> As defined in CenTrak's Firmware and Software versioning policy.	No Access	Yes	Yes	Yes
<b>Access to Pulse</b> Remote system health and battery monitoring tool.	Limited Access to Basic Functionalities	Yes	Yes	Yes

## Customer Success Manager (CSM)

Your primary advocate for ensuring product value, optimizing outcomes, and driving continuous system improvement.

Service Included	No SMA	Essential	Advanced	Premium
<b>Assignment</b> Permanent and dedicated resources to support your CenTrak system.	No CSM Provided	No CSM	Single Point of Contact	Single Point of Contact
<b>Business Reviews</b> Comprehensive business review focused on performance metrics, enhancement opportunities, and strategic planning.	None	Short Format - Quarterly	Quarterly	Quarterly
<b>Check-Ins</b> Regular touchpoints, conducted virtually, for operational tracking such as system health and maintenance.	No	No	Monthly	Bi-weekly

Education

Service Included	No SMA	Essential	Advanced	Premium
<b>Online Learning Hub</b>  Full access to an extensive repository of best practice guides, product datasheets, system manuals, and other essential resources.	Limited Access	Yes	Yes	Yes
<b>Discount for Onsite Education</b>  Exclusive pricing on personalized, in-depth onsite education sessions to strengthen system expertise, optimize workflows, and drive overall performance improvements.	None	15%	30%	45%

Scalable Pricing for Every Stage of Growth

Our simple, fixed-fee tiered pricing model offers predictable, transparent costs while making it easy to scale as your needs grow. Whether you have 150–300 online devices, or manage 20,000+, you’ll always have a clear view of your tier and usage, enabling confident planning and budgeting.

CenTrak Connect Pulse™  
Your system’s pulse, at your fingertips.

Keep your devices, sensors, and tags running at peak performance with CenTrak Connect Pulse™, the ultimate remote monitoring solution. Included with every SMA plan, Pulse is accessible via web and mobile (iOS/Android), putting the power of system management in your hands with:

**Proactive Maintenance:** Ensure optimal performance with continuous system monitoring and upkeep.

**Smart Battery Management:** Simplify battery monitoring and device troubleshooting to keep your system fully charged and ready.

**Automated Alerts:** Stay a step ahead with critical system notifications for rapid response.

**Comprehensive Reporting:** Get clear, detailed reports on hardware performance and system health.

