


GovDirect SERVICES

FOCUSED ON PROVIDING COMPLETE EVIDENCE MANAGEMENT FOR ARBITRATOR

GovDirect's Evidence Management Service **GovAssurance** is the ultimate way to get the most out of your investment in the Panasonic Arbitrator Solution.



GovAssurance provides full lifecycle support for Panasonic Arbitrator systems. With our fully Certified Integrator staff, we can provide best in class proactive support and remote monitoring for your entire digital evidence management system. Our services can be tailored to your needs and budget, including **24/7 technical support** and access to a Certified Arbitrator Integrator for **installation of software updates**. All of this comes with a **fixed monthly fee** that does away with the hassle of typical "nickel and dime" contracts common to the IT industry.

Simply put, it allows GovDirect's support center to continuously monitor and proactively manage your evidence management system. **GovRemote** is the tool by which GovDirect can provide clients immediate remote assistance. With user authorization, GovDirect can remotely assist users with the evidence management applications and diagnose problems — all in real time, reducing the need for on-site services and saving time and money.

GovDirect can support you 24/7, freeing up your permanent IT personnel to focus on your organization's overall technology strategy and to plan new projects.



1st Month Free with
1 Year Contract

Free Consultation Available
888-TOUGH-31
sales@govdirect.com

GovDirect SERVICES

Installation and Configuration Services

GovRemote Assist

GovRemote Assist Bronze

- GD-SVC-RA-25
- 25 or Less Unit
- Includes: one administrator training, configuration of one server, installation of software, server setup, project management, and testing of complete system with the assistance of customer.

GovRemote Assist Silver

- GD-SVC-RA-26-150
- 26-150 Units
- Includes: one administrator training, configuration of one server, installation of software, server setup, project management, and testing of complete system with the assistance of customer.

GovRemote Assist Gold

- GD-SVC-RA-151
- 151 or more units
- Includes: one administrator training, configuration of one server, installation of software, server setup, project management, and testing of complete system with the assistance of customer.

GovDirect SERVICES

Installation and Configuration Services

GovOnsite Assist

GovOnsite Assist Bronze

- GD-SVC-OA-25
- 25 or Less Unit
- Includes: 2-day onsite administrator training, configuration of one server, installation of software, server setup, project management, and testing of complete system with the assistance of customer.

GovOnsite Assist Silver

- GD-SVC-OA-26-150
- 26-150 Units
- Includes: 2-day onsite one administrator training, configuration of one server, installation of software, server setup, project management, and testing of complete system with the assistance of customer.

GovOnsite Assist Gold

- GD-SVC-OA-151
- 151 or more units
- Includes: 2-day onsite one administrator training, configuration of one server, installation of software, server setup, project management, and testing of complete system with the assistance of customer.

GovDirect SERVICES

Installation and Configuration Services

GovOnsite Complete

GovOnsite Complete Bronze

- GD-SVC-OC-25
- 25 or Less Unit
- Includes: Turn key implementation, 3-day on-site, administrator training, configuration of one server, installation of software, server setup, project management, and testing of complete system.

GovOnsite Complete Silver

- GD-SVC-OC-26-150
- 26-150 Units
- Includes: Turn key implementation, 3-day on-site, administrator training, configuration of one server, installation of software, server setup, project management, and testing of complete system.

GovOnsite Complete Gold

- GD-SVC-OC-151
- 151 or more units
- Includes: Turn key implementation, 3-day on-site, administrator training, configuration of one server, installation of software, server setup, project management, and testing of complete system.

GovDirect SERVICES

Evidence Management Services

GovAssurance Complete Management Packages

GovAssurance Bronze

- GD-SVC-GAP-49
- 49 or Less Unit
- Includes: server monitoring, minor configuration updates, technical support, installation of server upgrades via remote access, online training on new features and remote installation of Front-End and Back-End software and Arbitrator firmware (requires Panasonic Software Maintenance).

GovAssurance Silver

- GD-SVC-GAP-50-199
- 50-199 Units
- Includes: server monitoring, minor configuration updates, technical support, installation of server upgrades via remote access, online training on new features and remote installation of Front-End and Back-End software and Arbitrator firmware (requires Panasonic Software Maintenance).

GovAssurance Gold

- GD-SVC-GAP-200
- 200 or more units
- Includes: server monitoring, minor configuration updates, technical support, installation of server upgrades via remote access, online training on new features and remote installation of Front-End and Back-End software and Arbitrator firmware (requires Panasonic Software Maintenance).