PERCIPIA

PercipiaCare & PercipiaCare PLUS

SUPPORT • DISCOUNTS • UPGRADES

What is PercipiaCare?

PercipiaCare replaces the legacy Annual Maintenance Contract (AMC) program while offering the same benefits Percipia clients are accustomed to, like 24/7/365 support, three ways to submit a ticket, bi-annual refresher training, along with discounts on new hardware and software purchases. PercipiaCare is included for all new Percipia clients after the initial go-live.

What is PercipiaCare PLUS?

PercipiaCare PLUS is a support program that offers faster support response times, deeper discounts on hardware and new software, and includes FREE full software upgrades every 3 or 5 years. PercipiaCare PLUS offers a sense of security, knowing that a property will never have unbudgeted software upgrades in the coming years.*

BENEFITS

BENEFITS	PercipiaCare	PercipiaCare PLUS
Unlimited Service Ticket Requests	✔	✔
Unlimited Bug Fixes	✔	✔
Unlimited Interface Resolution Issues	✔	✔
System Trainings & Refresher Courses	Biannual	Quarterly
Discounted Full Version Software Upgrades	50%	Included - 3 & 5 Year Options
Zabbix Monitoring	Add-on	Included
Discounted New Software Purchases	20%	40%
Discounted Custom Software Development	10%	20%
System Backups	Annual	Biannual
MSRP Discount on New Hardware	10%	20%
Discounted New Software Purchases	20%	40%

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Technical Support Program

FAQ

Q: What if a support engineer can't resolve my issue?

A: If a Percipia Support Engineer cannot resolve the case, we will assign the ticket to a Percipia Developer Engineer to fix it; this engineer is from the same department that created the products.

Q: How often do I receive upgrades with PercipiaCare PLUS?

A: PercipiaCare PLUS comes in two options, a three-year and five-year upgrade intervals; costs vary based on the selected upgrade schedule.

Q: Do I need to purchase PercipiaCare immediately after installation?

A: No, every new client receives one free year of PercipiaCare. PercipiaCare will activate after go-live and will last one calendar year. After the first year, you may elect to stay with PercipiaCare or upgrade to PercipiaCare PLUS. If you want PercipiaCare PLUS after go-live, you may do so by paying the difference.

COVERED PRODUCTS

Frequency PBX
A reliable and cost-effective IP phone system designed specifically for the hospitality industry.

Frequency Stratus
Improved cloud-based solution by Percipia. Frequency Stratus is Percipia's industry leading on-premise telephony system in the cloud.

Frequency SE
Percipia's Select Edition telephone system for Select Service and Extended Stay hotels.

Frequency Operator
An enhanced one-click touch add-on for Frequency PBX that enables call management efficiencies, increasing systematic operations.

Frequency Connect
An essential mobile and desktop application for Frequency PBX that allows professionals to take calls on the go.

Parallax
Industry-leading hospitality interface gateway that supplies a comprehensive suite of features to your existing property management system (PMS).

Master Parallax
Master Parallax is your go-to tool for managing multiple Parallax systems. View all guest's check-in at all properties and offer all Parallax features. Master Parallax integrates any number of properties from two and up.

Precision VM
A versatile voice mail system that moves with the guest no matter how many times they change rooms.

Informant CAS
User-friendly call accounting software (CAS) developed for the hospitality industry.

Latitude Mobile
The latest advancement in mobile applications for the hospitality industry.

Latitude AIO
When telephony marries mobility, you enhance your property with the ultimate guest experience.

Latitude DS
Create custom hospitality centric digital signage outside your guestrooms and in the lobby.

VIVA+
A hospitality integration platform with Alexa for Hospitality.

WAYS TO SUBMIT A TICKET

WEBPORTAL

EMAIL

PHONE

*PercipiaCare PLUS upgrades do not include installation services (billed separately)

***Software discounts do not apply to Frequency SE.