

**ARCA** Care

All-inclusive,  
hassle-free  
maintenance.

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## THE PLAN

We stand behind our hardware. That includes fixing them if they break. ARCA Care, our comprehensive and all-inclusive service plan, includes access to our United States based help desk, proactive preventive maintenance scheduling, and remote hardware performance monitoring.

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## THE SOFTWARE

Our proprietary web-based software remotely monitors your machines performance by analyzing daily activity files. Using this tool, our service desk can quickly determine if a machine requires a simple preventative maintenance cleaning or an on-site service call.

This use of predictive analytics is what drives our service plan, providing you with unparalleled machine performance, minimal downtime, and piece of mind.

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## SPECS

- Replacement parts and on-site service calls included
- Predictive preventative maintenance scheduling
- Complimentary teller cleaning supplies
- 4-hour average response time
- Customer help desk with evening and weekend hours
- Country-wide, flexible network of certified service partners
- Help desk courtesy calls based on daily activity files
- Software and firmware updates including new Federal Reserve templates