



SBT

ALLIANCE

Smarter Building Technologies Alliance



SBT ALLIANCE SYSTEM SUPPORT POWERED BY GLUED SOLUTIONS:

Safeguard your system ROI with a comprehensive SBT Alliance system support plan. Crafted to ease the stress and ongoing maintenance of today's advanced wireless control systems, each SBT Alliance System Support Plan comes with a dedicated System Support Hub Tablet, giving you a direct connection to our industry-leading team of system support engineers and technicians. Going beyond standard system support, each SBT System Support Hub provides you and your team with additional system insights, recommendations, and tactical strategies to drive further value from your system.

Whether you require a system schedule adjustment, control strategy optimization, or something more advanced like custom reporting or device re-provisioning, your SBT Alliance System Support Plan delivers the system support you need, when you need it. Powered by Glued Solutions, each SBT Alliance Support Plan is backed by a team of control system experts, giving you the reassurance you have the backup you need when it counts.

SAFEGUARDING YOUR SYSTEM IS AS EASY AS 1 - 2 - 3...

STEP 1:

Pick A Plan

STEP 2:

Register Your Plan

STEP 3:

Receive Your Support Hub

That's it. Now you can sit back and leave the heavy lifting to SBT. Once you receive your system support hub, you'll automatically receive pertinent information directly from your hub's interactive dashboard, including network health checks, facility energy reports, and system alerts.

Not only do you have direct access to real-time system data, you also have a direct line to our technical support team directly from the hub's dashboard.



*Actual support hub may differ from the picture

CHOOSE YOUR SUPPORT PLAN

FEATURES	STARTER	ESSENTIALS	ADVANTAGE
SBT Support Hub*	Included	Included	Included
Customized Dashboard	Included	Included	Included
System Issue Ticket Submission	Included	Included	Included
Secure Remote System Access	Included	Included	Included
Cloud Services License	Included	Included	Included
One-Click Email Support	Included	Included	Included
Live Support & Troubleshooting	Included**1	Included	Included
Remote Training	X1	per year + 1 new staff training1	per year + 2 new staff trainings
New System Features TrainingX		Included	Included
New System Hardware TrainingX		Included	Included
System Check Up	X2	per year4	per year
SBT Coordinated Software UpgradesX		Included	Included
SBT Coordinated Firmware Updates	X1	Included	Included
Facility Energy Reports	X2	per year4	per year
Energy-Zone Level ReportsX		X4	per year
Retro Commissioning Services	XX		2 per year
Savings OptimizationX		X2	per year

*The SBT Support Hub is a dedicated tablet provided to the system end-user and is your link to SBT Alliance® System Support Team. Cellular-enabled models are only available on Essentials and Advantage plans.

**Starter SBT Support Plan requires a minimum of a forty-eight-hour turnaround for support requests.

CUSTOMIZED FOR YOUR SYSTEM

Specifically designed and tailored around your individual system, each System Support Plan ensures you receive the support you need without paying for items you don't. Call us today to receive your free system support plan estimate.



HEADQUARTERS

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