

| SIGUR | ACCESS MANAGEMENT

**CSI 98%**

We guarantee that you will find a detailed professional answer to any of your queries

Customer satisfaction index

**LCR <1%**

We are committed to investing in our ecosystem because we don't want to miss a call from our customers

Lost carrier rate

**>50 000**

Total customer inquiries successfully resolved last year

**Don't hesitate to reach out.  
We are always happy to help**

# Advanced capabilities and outstanding customer service

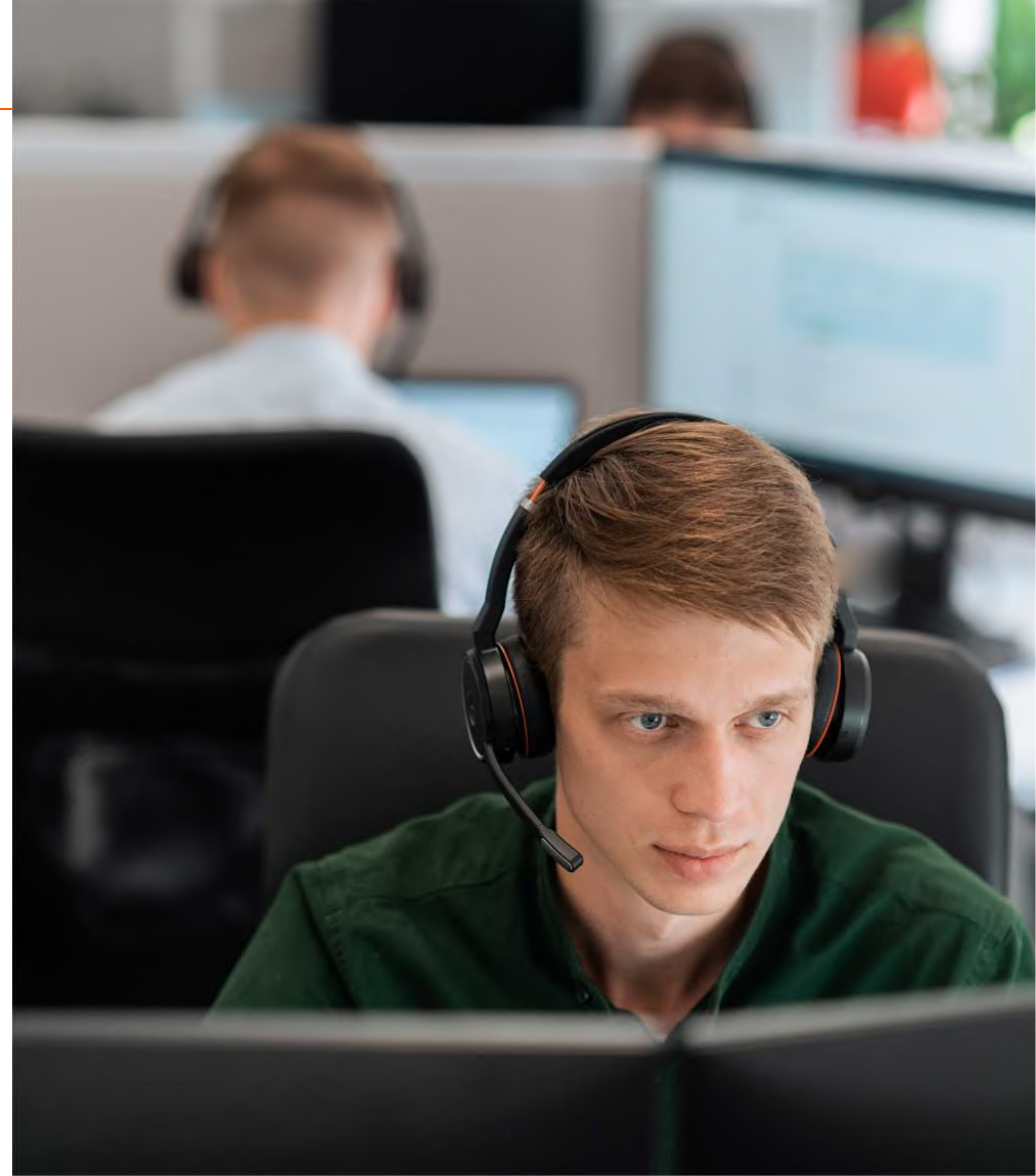
Sigur began as a startup and has become a major player in the market. We understand that a growing business needs a well-designed infrastructure to reach its top performance. We offer advanced technical service and support so that you can focus on the things that really matter for your business success.





# Direct line

We offer a dedicated line for your company, fast response times and the highest priority for your calls.



# Extended working hours

For your convenience, we can extend our tech support working hours, including 24/7 support (depending on the subscription plan selected).





# Dedicated technical point of contact

We believe every business is unique and has its own features and needs. We offer a dedicated technical point of contact for your business who will collect all of the relevant information so that we know in great detail your system and how it operates. It helps us reduce the time we need to identify the issue, hence shorter troubleshooting time.





# Guaranteed response times

With Sigur, you get a reliable partner who is always here to help. We make sure that your queries are answered within a reasonable time, so you can always count on us and plan accordingly.





# User training

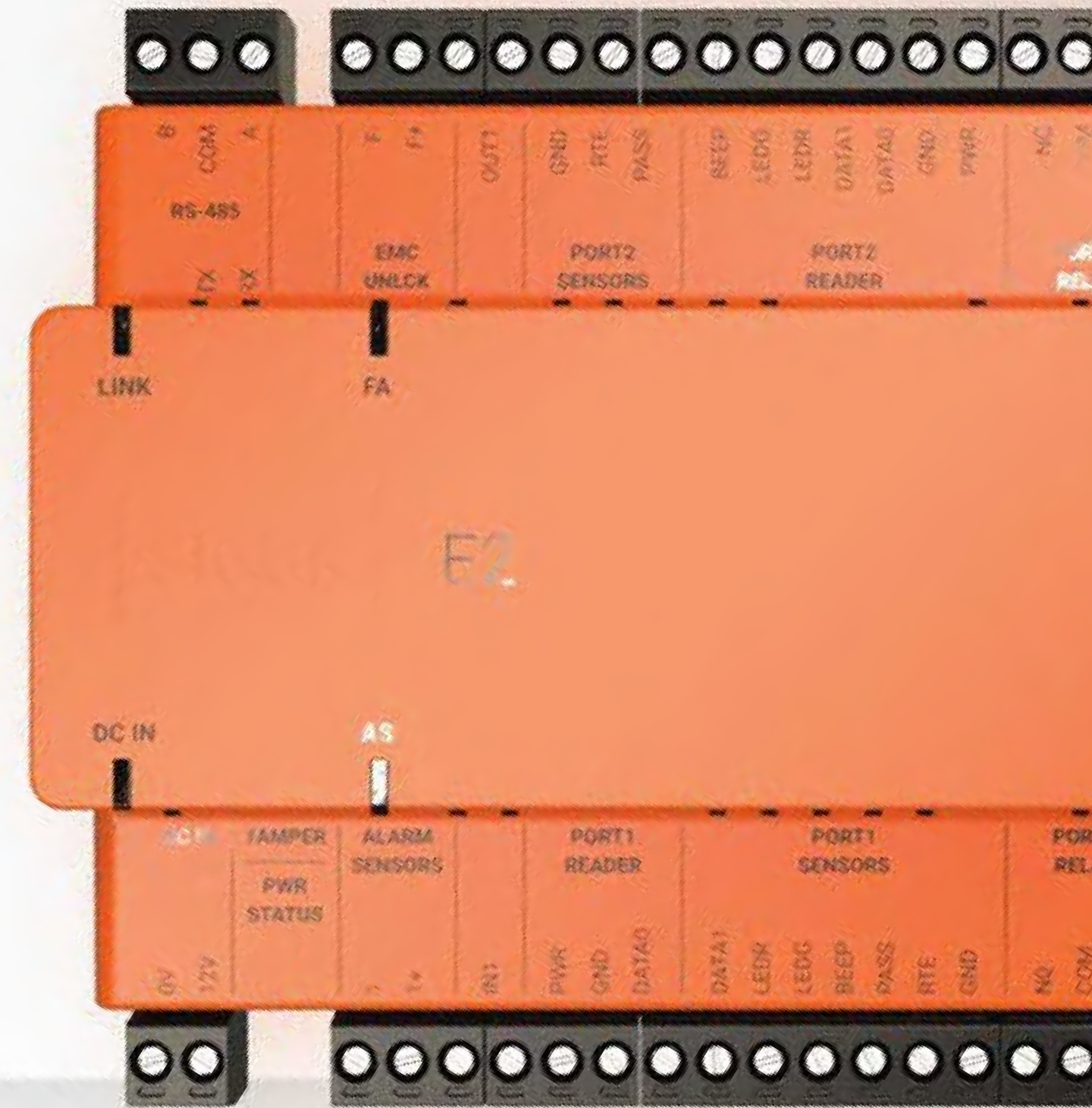
We have developed training courses for various types of users. With our training courses, your employees will be able to easily implement and efficiently operate Sigur system.





# Give our products a try

We are committed to regularly updating and upgrading our products, expanding our product ranges and adding new software features. To try out our new features and to get a better idea about our products, you can have a test drive and decide whether to purchase it later.





# Extra service

The Enterprise plan provides users with some extra services, such as a current infrastructure audit at your site, developing a prototype for you and even tailoring our products to your specific needs. You choose the options you need in your plan (the price is agreed on a case-by-case basis).





Sigur - Access management

OPTIONS	FREE	BASIC	PRO	ENTERPRISE
Tech support on weekdays	09 – 18:00 (Moscow Standard Time)	09 – 18:00 (Moscow Standard Time)	08 – 19:00 (Moscow Standard Time)	As agreed
Tech support on weekends and public holidays	-	-	-	As agreed
Toll-free phone number	Yes	Yes	Yes	Yes
Dedicated line	-	Yes	Yes	Yes
Guaranteed response time for calls	Best effort	300 sec.	60 sec.	As agreed
Guaranteed response time for queries (3)	Best effort	2 hours	1 hours	As agreed
Guaranteed troubleshooting time (1)	Best effort	10 hours	8 hours	As agreed
Dedicated technical point of contact (2)	-	-	As agreed	As agreed
User training (4)	-	-	1 webinar	As agreed
Free demo kit (5)	-	-	Yes	Yes
Warranty	5 years	5 years	6 years	6 years
	FREE	UPON REQUEST	UPON REQUEST	UPON REQUEST

Notes:

1.

The guaranteed time is provided for critical incidents, such as Sigur not being able to properly integrate with third-party systems. For a complete list of issues and troubleshooting times see our terms of service for your subscription plan.
2.

You will have an option to have a dedicated technical point of contact for faster response and troubleshooting times. However, if your dedicated point of contact is not available at the moment, another qualified specialist available will provide support.
3.

The response time for the first customer inquiry via email.
4.

Training courses are organized as webinars with follow-up individual consultations. The contents of the webinars can be adapted to your needs. The number of participants are agreed on a case-by-case basis.
5.

The demo kit includes Sigur E510 controller and MR100 card reader. The products in the demo kit can be replaced upon request. Terms apply. For the Enterprise plan, a demonstration stand can be provided (optional).