

## Digital Signage as a Service

### DATA SHEET

With New Era Technology's CloudBlu Digital Signage Service you can streamline the presentation of a diverse collection of video formats, still images, and RSS feeds—all with your own content. Our remote monitoring and management service provides real-time resources for your digital signage system.



### Remote Monitoring & Reporting

#### Remote monitoring & remediation of digital signage infrastructure and endpoints.

- Live Help Desk support 8:00 am-5:00 pm, Monday-Friday\*
- Remote Remediation SLA: 1 Hour

#### On-site technician dispatched when more than remote remediation is needed.

- Available custom SLA based on Customer required response time

#### Quarterly reports delivered via email or on-site visit

- Our experts review with you remediated events, upcoming software updates, and offer infrastructure recommendations



### Content Management

#### Remote content management updates for digital signage players.

A monthly or weekly content update request schedule is recommended to ensure an adequate review period.

- Weekly Update SLA: 3 business days\*\*
- Monthly Updated SLA: 5 business days\*\*
- Our Digital Signage team can create beautiful, fully customized templates that adhere to your brand guidelines
- Verification of proper formatting across all digital displays\*\*\*



### Hardware Management

- Active maintenance of digital signage infrastructure and endpoints
- New Era Digital Signage troubleshoots and resolves issues with digital signage hardware
- Scheduled playlists
- Content database updates

\*Monthly or annual terms available. All packages include SMA for the length of the subscription term.

\*\*SLA begins upon receipt of required copy and media.

\*\*\*Requires access to Digital Signage system that resides on Customer network.