

Digital Signage as a Service

DATA SHEET

With New Era Technology's 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.