

Election Systems & Software

MAINTAINING VOTER CONFIDENCE. ENHANCING THE VOTING EXPERIENCE.



SERVICE OVERVIEW

ES&S[®] Maintenance Protection Program

Expert Support for Your Hardware and Software Systems

A Maintenance Service Protection Program with ES&S is an investment in peace of mind. Our hardware and software maintenance programs provide annual preventative maintenance service and software/firmware upgrades to keep your voting system working at its best, and allows you to easily budget for and save on the expense of regular service. You will have the confidence of knowing your voting solutions are in the hands of trained ES&S professionals with intimate product knowledge and understanding. For one easy to budget annual payment, you'll reap the benefits of security all year long.



Key Features and Benefits

Protection

- A preventative maintenance inspection of all voting equipment is covered under your agreement. The equipment will be cleaned, calibrated, and tested.
- Certified firmware and software upgrades provided.
- If needed, parts replacements are made at no additional charge.
- When ES&S is supporting all of your hardware and software needs, we can offer [guarantees](#) that no one else can.

Security

- Your voting system equipment will be maintained in good working order, adhere to Federal and State guidelines, be up-to-date and ready for your Election Day.
- Our trained and certified technicians will always use ES&S “certified voting system” parts, and ES&S takes responsibility to ensure all voting system certification requirements are satisfied.
- All of our technicians have passed a complete background check.

Priority Service

- Customers with the ES&S Maintenance Service Program are given priority response service and priority access to proprietary, ES&S-“certified voting system” parts.

Additional key benefits and service program packages are listed on the back.

WHY ES&S?

At Election Systems & Software, we recognize the incredible responsibility we have to voters and election administrators. As a result, [Maintaining Voter Confidence](#), and [Enhancing the Voting Experience[®]](#) is our core mission as a company.

ES&S' sole focus is elections and we understand voting systems and election support services better than anyone else in the industry. With over 30 years of experience supporting thousands of elections varying in size and complexity, our staff is intimately familiar with the needs of our customers and the most important aspects of their elections.

ES&S has become a trusted partner with unmatched service support resources, and industry leading products. When you select any ES&S voting systems or service solutions, you are assured confidence, and peace of mind.

ES&S continually develops new technology to meet emerging requirements and deliver ever-improving voting solutions. No matter

Key Features and Benefits *(Continued)*

Expert Resources

- Your voting system equipment will be serviced by technicians trained and certified by ES&S.
- All technicians are thoroughly trained and receive regular refresher courses.
- Our technicians are regularly in the field interacting with voting equipment, and are up-to-date on the latest practices.
- Documentation of the service work will be provided.
- The most current ES&S product documentation and training materials are always available on the My ES&S portal.

Budget-Conscious

- You'll pay just one, predictable annual price, which provides easy budgeting.
- A maintenance agreement locks in your prices and insulates you from rising expenses.
- Remove the worry of unexpected expense. The costs of a scheduled preventative maintenance, upgrades, repair, and labor are all included in your maintenance program.



The ES&S Maintenance Service Protection Provides You:

- Preventative maintenance services provided on a regularly scheduled basis
- Repair services
- Software and firmware upgrade maintenance and support service
- Upgrades and enhancements
- Access to proprietary, ES&S-“certified voting system” parts
- Priority service response
- Technical help desk support
- Eligibility for site support at special rates

ES&S® Maintenance Protection Packages

The Gold and Silver service packages include all of the same core features, and only differ on how often your covered equipment can be inspected, cleaned, calibrated, and tested at your location.

— included in both packages —	One simple annual invoice.	<p>The frequency of this feature depends upon the agreement package chosen:</p> <hr/> <p>The ES&S Gold Package ... each year.</p> <hr/> <p>The ES&S Silver Package ... during even-numbered years.</p> <p>(During odd-numbered years, customers may ship equipment back to Omaha for repairs at their shipping expense.)</p>
	Inspection, cleaning, calibration, and testing of covered equipment ...	
	Worn parts are replaced at no charge.	
	Technical help desk support.	
	Priority repair service.	
	Software and firmware upgrades.	
	Service completed by technicians trained and certified by ES&S.	
	Access to proprietary ES&S voting system parts.	
	Eligibility for site support at special rates.	