

# Election Systems & Software

MAINTAINING VOTER CONFIDENCE. ENHANCING THE VOTING EXPERIENCE.



## SERVICE OVERVIEW

# ES&S® At Your Service

## Election Experts to Help You at Every Stage of Your Election

We are the experts you can trust with your election services! As the leader in the election industry, and the only company to offer end-to-end solutions for each stage of the election process, we take pride in helping customers run smooth, successful elections. It's what we do every day, all year long, and we're great at it. Our variety of professional services give you confidence, save you time, money and resources allowing you to focus on other important tasks in your election.



### ES&S Maintenance Protection Program

A Maintenance Protection Program with ES&S is an investment in peace of mind. Our hardware and software maintenance programs provide protection, security, and priority service to keep your voting system at its best.

#### What You Will Receive:

- Annual or bi-annual preventative maintenance including cleaning, calibration, and testing
- Certified firmware and software upgrades
- Part replacements *as needed* at no charge
- Voting system will be maintained in good working order, adhere to Federal/State guidelines, and be ready for your Election
- Our trained, certified techs always use ES&S “certified voting system” parts, and we ensure all voting system certification requirements are met
- Our technicians have all passed a background check
- Customers with an ES&S Maintenance program are given priority response and access to proprietary, ES&S “certified voting system” parts

### ES&S Ballot Printing Services

Producing your ballots with ES&S is the safest, most cost-effective way to ensure success on Election Day. We have the resources to match the needs of each job, large or small.

- During printing, the machine-read components of your ballots are checked for accuracy
- After printing, ballots are perfectly trimmed to size and measured to successfully pass through your tabulator
- Ballots are bundled and packaged exactly how you request them
- Ballots are immediately shipped and an identical set of test ballots are sent to ES&S for thorough testing
- Through the ES&S Online Customer Portal you'll have round-the-clock access to information about your ballot order

#### Did You Know?

- In ES&S history, we have supported more than 100,000 elections around the world.
- ES&S prints an average of 50 million ballots each year. No other printer comes even close to that volume of ballot printing. We are the ballot experts.

### 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 what your needs, we're prepared to support your election.



## ES&S® Ballot Layout, Tabulator Coding and Audio File Creation Services

ES&S associates are the experts you can trust with your ballot layout, tabulator coding, and audio file needs. When you turn these critical areas over to ES&S, we develop a strong partnership to ensure an accurate, on-time, and trouble-free election.

### Ballot Layout Services

- We develop a clear, easy to read ballot in a format that's **guaranteed** to work with your tabulator
- Our professionals work with you to ensure your ballot is laid out in accordance with state and local laws
- Final review and approval of the ballot layout comes directly from you

### Tabulator Coding Services

- Paper tabulator customers receive copies of ES&S testing results for comparison
- Tabulator coding is done in accordance with your state regulations
- We use an inventory control system to track your election media

### Audio File Services

An audio ballot allows blind or visually impaired voters to listen to ballot choices privately through headphones.

- We ensure your audio files are compatible with your ES&S tabulator
- ES&S thoroughly understands ADA compliance specifications
- You benefit by leveraging ES&S' network of quality, trusted production studios
- We have multiple language capabilities, with quality checks by fluent professionals
- AND...we provide a quick turnaround with unparalleled expertise

## ES&S Voter Education & Outreach Services

Educating voters is a huge responsibility to initiate and execute correctly. That's why we developed a variety of tools to use so you don't have to spend time creating your own. From how-to videos to voter handouts, posters and more, we've got the right tools for you and your voters.

- Raise comfort using technology
- Generate excitement about voting and increase voter participation
- Demonstrate enhanced accessibility for voters with disabilities
- Improve efficiency in the voting process, and develop confidence among your voters during the voting process

## ES&S Site Support Services

Our trained personnel are your "extra set of hands" on Election Day. Utilizing ES&S' resources ensures you have easy access to critical information and knowledgeable assistance when it comes to operating your voting hardware and software. With our professionals on the ground supporting your ES&S voting system, you can focus on other Election Day priorities and keep your election running smoothly.

### Site Support Services Provide You:

- Guidance during opening, operating, and closing your ES&S voting systems
- Hardware troubleshooting
- Call Center Support
- Polling place field support or "rover" positions
- Assistance with your ES&S vote accumulation software

## ES&S Project Management Services

Election success is built on the foundation of effective project management. ES&S Project Management delivers on the promise of success by drawing on more than 30 years of experience. We anticipate every possible scenario, mitigate risks, solve problems and ensure your successful election process is sustainable over time. Through partnership, planning, foresight, problem resolution, and performance, we are confident in supporting you in your elections.

### Project Management Services Provide You:

- A single point of contact for all your ES&S election management needs
- Coordination of equipment storage and general maintenance procedures
- Development and facilitation of poll worker training
- Pre-election testing and reporting
- Installation and records management of state-certified firmware upgrades
- Development of Election Day site support plans and procedures
- And all types of customer requests!

## ES&S Training Solutions: LearningWorks™

ES&S offers comprehensive training programs created and led by experienced professionals for everyone who interacts with your voting system. Our programs are designed to make all who participate in your election feel comfortable and confident using ES&S products.

Our training programs are hands-on, comprehensive, customizable, and relevant to your needs. Each program:

- Covers a full spectrum of election needs using a variety of tools to instill comprehensive understanding;
- Offers flexibility to combine the right LearningWorks products to meet your needs; and
- Caters to specific audiences such as poll workers and election staff.