

# Election Systems & Software

MAINTAINING VOTER CONFIDENCE. ENHANCING THE VOTING EXPERIENCE.



## SERVICE OVERVIEW

# ES&S Site Support Services

As you know, today's elections have become more complex. ES&S Site Support personnel are your "extra set of hands" on Election Day. Using ES&S Site Support services ensures you have easy access to critical information and knowledgeable assistance when it comes to operating your voting hardware and software. With our trained personnel on the ground supporting your ES&S voting system, you can focus on other Election Day priorities and keep your election running smoothly.

## Key Features and Benefits

### Knowledgeable Resources

All ES&S Site Support personnel are thoroughly trained professionals. Their solid knowledge base is built from comprehensive hands-on training, computer-based training, and actual site support experience. Annual refresher courses keep Site Support personnel current on the latest technology and best practices.

### Immediate Access

When you've got on-site support, you've got a single point of contact at your election headquarters to answer questions and provide guidance to any and all election staff.

### Flexibility of On-Site Experts

We fulfill your hardware and software election needs in ways that work best for you. For example, our Site Support personnel can assist with your call center, serve as a rover in the field to assist with hardware questions/issues at your polling locations, or act as a liaison with ES&S election central.

### Peace of Mind

Manage your election with confidence, knowing trained ES&S professionals are available immediately if needed. You are free to focus on administrating your election with the comfort of having the full support of ES&S to guide the operation of your voting equipment.

## Site Support Hardware & Software Services Examples

- Guidance during opening, operating, and closing your ES&S voting tabulators
- Hardware troubleshooting
- Call center support
- Polling place field support
- Assistance with vote accumulation software



## 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.

*"As an extra assurance on Election Day, the additional ES&S Site Support staff is a tremendous help in many areas, including the technical help desk and overall troubleshooting of Election Day issues. Overall, we feel the ES&S Site Support services have been a great addition and complement to our knowledgeable staff."*

**Lester Sola**

SUPERVISOR OF ELECTIONS  
MIAMI-DADE COUNTY