

OpenTech Alliance Kiosk Services Overview

Setup, Training, and Customization Services (STC)

The INSOMNIAC kiosk is carefully packaged on a pallet and shipped directly to customer sites. Immediately upon delivery, the package should be opened and the kiosk should be inspected thoroughly for damage. **Damage must be reported to OpenTech within 48 hours of delivery.**

OpenTech will provide a Contractor's Guide to assist customers in planning for their installation of their kiosk. An OpenTech technician will complete the Setup and Customization of the system remotely. This service does not include any required construction, kiosk placement, or wiring (network cable, power). The STC Fee will be invoiced after the service is completed and is due upon receipt.

The Customer's Responsibilities:

- Complete the required construction (see Contractor's Guide):
 - A wall opening for the kiosk or install optional pedestal.
 - Run the required network, video and power cabling to the kiosk location.
- Place kiosk in the wall and connect network, video, and power cabling.
- Verify the INSOMNIAC computer system is properly connected to the facility network.
- Verify the INSOMNIAC computer can access the OpenTech website via the internet.

INSOMNIAC kiosks while simple to use are complex systems with many configuration options. The configuration options allow managers to setup the kiosk to meet the policies and procedures of the facility. It is important that the manager take the time to understand each configuration option and work with the OpenTech technician to setup the kiosk to work properly.

The OpenTech Technician will:

- Setup the software to connect INSOMNIAC to the management software computer.
- Customize screen colors, logo, required fields, property map, and upload multimedia virtual tours
- Upload customized material to the kiosk
- Walk through configuration settings with the manager and set each accordingly.
- Setup and test the management software interface via preinstalled network connection.
- Setup an icon on the manager's desktop for access to the INSOMNIAC Control Panel.
- Setup Live! Megan:
 - Program kiosk to call the INSOMNIAC Live! call center
 - Collect facility information including; policies, procedures, emergency numbers, landmarks, amenities, etc required for call center agent to service storage customers.
- Walk property manager through test rental and payment processes which will require the manager to reverse the transactions once completed. Tests will require all three forms of payment – cash, check, and credit card.
- Train property manager how to:
 - Clean and maintain the kiosk hardware
 - Add locks
 - Load new paper rolls
 - Logon and use the INSOMNIAC Control Panel, including running reports, viewing IReplay recordings, and using the IRemote kiosk control features.

Maintenance and Warranty Services Programs (MWS)

INSOMNIAC kiosks have been designed to be serviced by self storage managers with the assistance of an OpenTech support technician over the phone. There are two levels of Maintenance and Warranty Services Program; Premier and Standard. Both MWS programs are an annual agreement that is invoiced on a monthly basis.

Kiosk and Computer Hardware Warranty

- Kiosk and computer hardware is warranted against defects and will be repaired or replaced at no cost.
- Damage to the kiosk or computer hardware as a result of neglect, failure to perform regular scheduled maintenance and cleaning, fire, water damage, theft, natural disaster, or vandalism is not covered under the Maintenance and Warranty Services Program and should be covered under the Licensee's property insurance policy.
- Once notified by the property manager that there is a problem with a component of the kiosk, the OpenTech support technician will attempt to diagnose the problem with the manager over the phone and by logging onto the kiosk remotely. If the support technician is not able to resolve the issue with the component a replacement component will be ordered and shipped to the facility. The manager is responsible for contacting OpenTech support once the replacement component arrives so OpenTech support can walk the manager through the replacement of the component.
- Each replacement component package comes with a return shipping label which is to be used to return the defective component. If the manager fails to return the defective component within 14 days of receipt of the replacement component, the facility will be invoiced for the replacement component.

ISeries™ (New)



- **IReplay™** – allows self storage operators to do something they don't even do at their counter - see and hear the interaction and experience their customers have when renting a unit or making a payment. When a customer uses a kiosk, their entire transaction is recorded and stored for review. The kiosk records the screens as well as the customer and compiles it with the information entered into the kiosk. The IReplay of the transaction is accessed through the online reporting system and can even be shared with others via email.
- **IMobile™** – allows busy self storage operators to use their phone to manage their business. Self storage operators can view kiosk transaction reports (including IReplays on phones that support Flash), see when new units are rented or payments are made, change settings, contact OpenTech technical support and even control the kiosk in real-time using IRemote. With IMobile, managers and owners that cannot be at their property or in front of a computer all of the time can still manage their business as if they were there.
- **IRemote™** – allows self storage operators to help a customer while he or she is standing at the kiosk. Sometimes customers get stuck during a transaction (typically trying to login to make a payment). IRemote gives operators the ability to see the transaction and where the customer is having difficulty. Operators are then able to take control of the kiosk and enter the needed data - adding a whole new dimension to customer service.

INSOMNIAC Live! Megan™ (NEW)

- The facility owner has the option to have all calls that originate at the kiosk to be routed to OpenTech's INSOMNIAC Live! call center.
- The INSOMNIAC Live! agents will assist kiosk users in renting a unit or making a payment. In most cases the call center agent will have the capability to remotely control the kiosk and even enter data if the needed. In the event there is a malfunction of the kiosk the call center agent will enlist the help of an OpenTech technician to assist in the resolution of the problem.
- This service is available during the normal operational hours of the INSOMNIAC Live! call center.



System Monitoring

- OpenTech will monitor the performance and status of the kiosk during existing technical support hours of operation, provided Internet access to the kiosk is available.
- OpenTech will proactively open a trouble ticket for any problems discovered and work to resolve the issue.
- Status conditions monitored include: system availability, system errors, component malfunctions, printer errors, configuration setting incompatibilities, etc.

Software Upgrades and Enhancements

- All published INSOMNIAC software upgrades and enhancements will be distributed electronically on a regular basis.
- Management software interface upgrades and enhancements will be made available when the management software is upgraded.
- Product Updates will be sent to each customer through the INSOMNIAC Control Panel notifying them of the new features of each release.

Technical Support (602 749 9370 x302)

- OpenTech will employ trained technicians to answer questions and resolve customer issues. These technicians will be available by phone or email. OpenTech technicians will open a ticket in the OpenTech customer support system for each customer issue reported. If a customer issue is not resolved on the original call the ticket will remain open and monitored by the OpenTech Technical Support Manager until the issue is resolved. Customer may request to have their issue escalated to the Technical Support Manager if they feel they are not getting superior service.
- **Standard Technical Support** is provided over the telephone (602 749 9370 x302) during the hours of 7:00am – 5:30pm (MST) Monday Through Friday and 7:00am -2:00pm on Saturday. Issues may also be reported via email to support@opentechalliance.com. An OpenTech technician will respond to within 24 hours Monday thru Friday.
- While we make every effort to provide our customers superior customer service we must prioritize our response to meet the needs of the most severe issues first. The following defines the different levels of Severity:

Severity 1: Kiosk is not operational.

- Computer is not operating
- Touch Screen AND keyboard are not functioning
- Kiosk is not communicating with the Property Management Software

Severity 2: A transaction has failed.

- Customer is at kiosk and called in from kiosk
- Rental or Payment transaction failed for a reason other than Credit Card was declined.

Severity 3: A component of the kiosk is not operating properly.

- Printer is not working

- Credit Card reader is not reading cards
- Etc.

Severity 4: General question on how something on the kiosk works.

- How to print reports
- How to reload paper
- How to empty bill acceptor

Premier MWS also includes the following:

On-site Technical Support

In some cases a certified OpenTech Field Technician may be dispatched to the installation site. This service is done at OpenTech's sole discretion and at no charge to the customer. If the problem is determined to be the actions or neglect of the facility manager, the customer will be billed for the travel expenses associated with the on-site service call. Customers are expected to make reasonable efforts to assist in diagnosis and resolution of any reported problem.

Standard MWS Optional Service:

On-site Technical Support

In some cases a certified OpenTech Field Technician may be dispatched to the installation site. With the Standard MWS program this service will be based upon requests from customers and a fee will be charged. The fee is \$250 per call for the first three hours and then \$100 for each additional hour the technician is on-site. Travel expenses are covered by OpenTech Alliance.

OpenTech will complete any required on-site service for the first 90 days from delivery of INSOMNIAC at no charge.