



24/7/365 Digital Signage Support

As a Uniguest group company, ONELAN end users can take advantage of enhanced support services from Uniguest's technical support team in the USA and the ONELAN team in UK.

With nearly 100 support agents, and English and Spanish language support, the team boasts a best-in-class average response time of less than 30 seconds and a same day resolution rate of 75%. All support agents have gone through rigorous certification and are backed by ONELAN's UK technical team.

As a ONELAN end user, you will have access to ONELAN's online knowledge base and basic email support for the lifetime of your licences or product. For those requiring enhanced support that extends beyond our Bcasasic free offering, we can provide both fixed cost and tailored support plans to meet your exact needs.

ONELAN's Premium and Enterprise support plans provide enhanced telephone support, ongoing training network check-ups and more.

ONELAN's Support Center provides timely and professional assistance to its customers globally via three support options, outlined on the next page.

About ONELAN Support Team

24/7/365 coverage based in
the US and UK

Best-in-class average wait
time of less than 30 seconds

Same day resolution rate of
over 75%

Agents are rigorously trained
to provide the best service

Constant review optimizes
how support is delivered

Contact ONELAN directly to find out more information about
Premium and Enterprise Support

Support Plan Options

“At every step, whether it is a stupid question, more information, or practical support, we’ve had fantastic dialogue and brilliant responses from the ONELAN Support Team”

Jim, TalkTalk



	Basic	Premium	Enterprise
Included or upgrade	Included	Upgrade	Upgrade
Open hours	Local business hours*	24/7	24/7
Response time	48 hours	4 hours	4 hours
Email support	✓	✓	✓
NTB & Reserva software updates	✓	✓	✓
Firmware updates	✓	✓	✓
Product updates webinar	✓	✓	✓
Help center	✓	✓	✓
Telephone support		✓	✓
Media encoding advice		✓	✓
Remote support		✓	✓
90 minutes web training per quarter		✓	✓
Monthly reporting on support tickets		✓	✓
Network check up		Annual	Bi-Annual
Assigned support Account Manager			✓
Monthly review call/web-session			✓
2 x PS-Remote-2 per quarter			✓

Bolt ons

CMS-Train	CMS Training	One day training on the ONELAN CMS
PS-Remote-2	Professional Services	Two hours of support, training or configuration from our expert Pre-Sales Engineers.
ARS-2yr	Advanced Replacement Service - Two Year	Same day shipment for RMAs raised and approved before 11am. Bought in advance.**
ARS-2yr-OD	Advanced Replacement Service - Two Year - On Demand	Same day shipment for RMAs raised and approved before 11am. On Demand allows users to purchase as needed.

* ONELAN operates Support Centers in UK and US

** Requires valid warranty