



AVTEC SCOUT

SCOUTCARE PLUS

MAXIMIZE YOUR SCOUT DISPATCH SYSTEM

Rapidly changing technology and growing cyber threats means that you and your dispatch system need to be ready for anything. To stay up to date and prevent issues from disrupting your command center you need easy access to feature upgrades, new technology integrations, technical support and training for your team.

Avtec's ScoutCare Plus™ has you covered—providing a safety net for your business- and mission-critical communications, so you can focus on protecting people, assets and livelihoods. And, as your needs and technologies change, ScoutCare Plus is your assurance that you'll always have the most current dispatching software at your fingertips.



SOFTWARE ENHANCEMENTS

We continually develop new features, enhancements and integrations to meet your changing requirements. Get access to continual software releases and keep your system compatible with the latest technology. Easily upgrade consoles with an uncomplicated update process that fits your schedule.



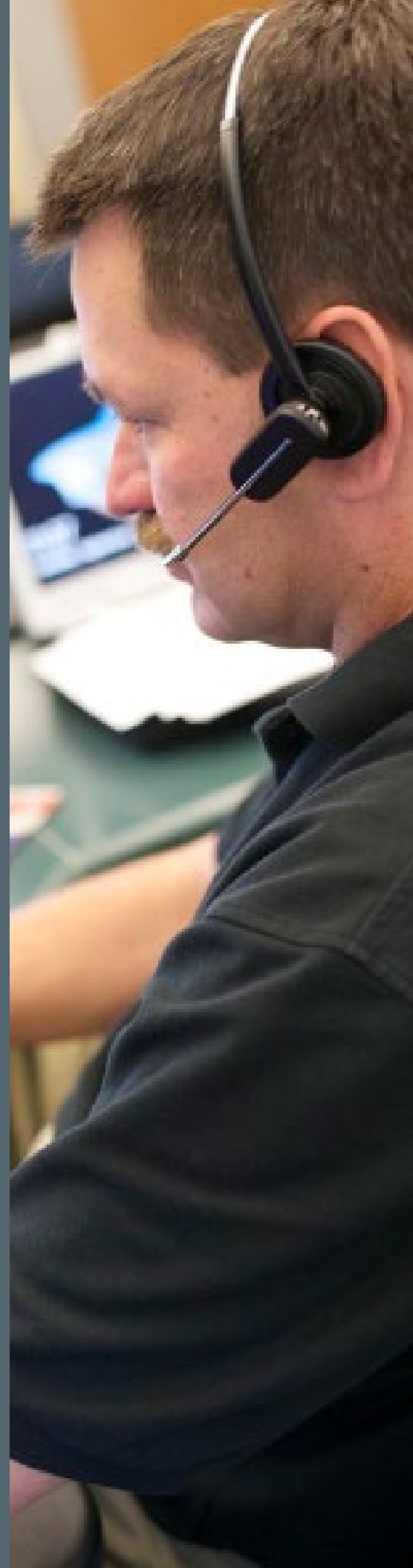
BEST-IN CLASS PROTECTION

Avtec's Scout software is constantly enhanced with security features such as access control, encryption and audit trails and is tested for vulnerabilities to keep up with the latest cybersecurity threats. Protect your investment with effortless updates that make it easy to keep your system secured.



MAINTENANCE YOUR WAY

Whether you have one Scout™ console or hundreds, ScoutCare Plus has you covered. Control costs and increase efficiency by budgeting in advance for maintenance and upgrades. Protect consoles against unforeseen issues, and get your system back online quickly if something goes wrong.



WHY CHOOSE AVTEC SCOUTCARE PLUS?

ScoutCare Plus is Avtec's licensed, post-warranty maintenance and support program. It gives you the assurance and peace of mind that your console investment will always be protected.

24/7/365 TECHNICAL SUPPORT

Should the unexpected occur, ScoutCare Plus ensures incidents are resolved quickly, with minimal demand on your resources. Your ScoutCare Plus subscription means you and your team can count on immediate technical support from our US-based experts, any hour of any day.

REDUCED SECURITY RISK

With our team focused on software development and testing, you can rely on ScoutCare Plus to keep your consoles secure and mitigate ever-changing cybersecurity threats.

CONTINUAL SOFTWARE UPGRADES

You'll always have the latest Scout releases and patches—they are included as part of your ScoutCare Plus subscription. These ongoing improvements and product enhancements mean the leading voice communications tools and technologies are always at your disposal and will integrate with your entire dispatch communications system.

TECHNICAL TRAINING AND KNOWLEDGE BASE

As part of your ScoutCare Plus license, your team receives two seats each year to attend Scout training, either at our facility in Lexington, SC, or online. Plus, you'll have access to Avtec Connect, our web-based information portal featuring product documentation, software release notes, training videos and other helpful data.

LOWER TOTAL COST OF OWNERSHIP

ScoutCare Plus allows you to set your console maintenance and support budget in advance. And with the program's continual security updates and feature enhancements, you extend the lifespan of your technology investment.

PAINLESS UPDATES

An easy and efficient upgrade process means you'll never miss an update. ScoutCare Plus's update portal makes it easy to keep your system on the latest Avtec software to prevent issues before they impact your command center.

HARDWARE MAINTENANCE OPTIONS

If desired, you can add on ScoutCare Plus' hardware support program that provides for repair and replacement of Avtec hardware products and accessories. We'll even provide advance replacement equipment and expedited shipping options in the event that an urgent repair takes your hardware out of service.

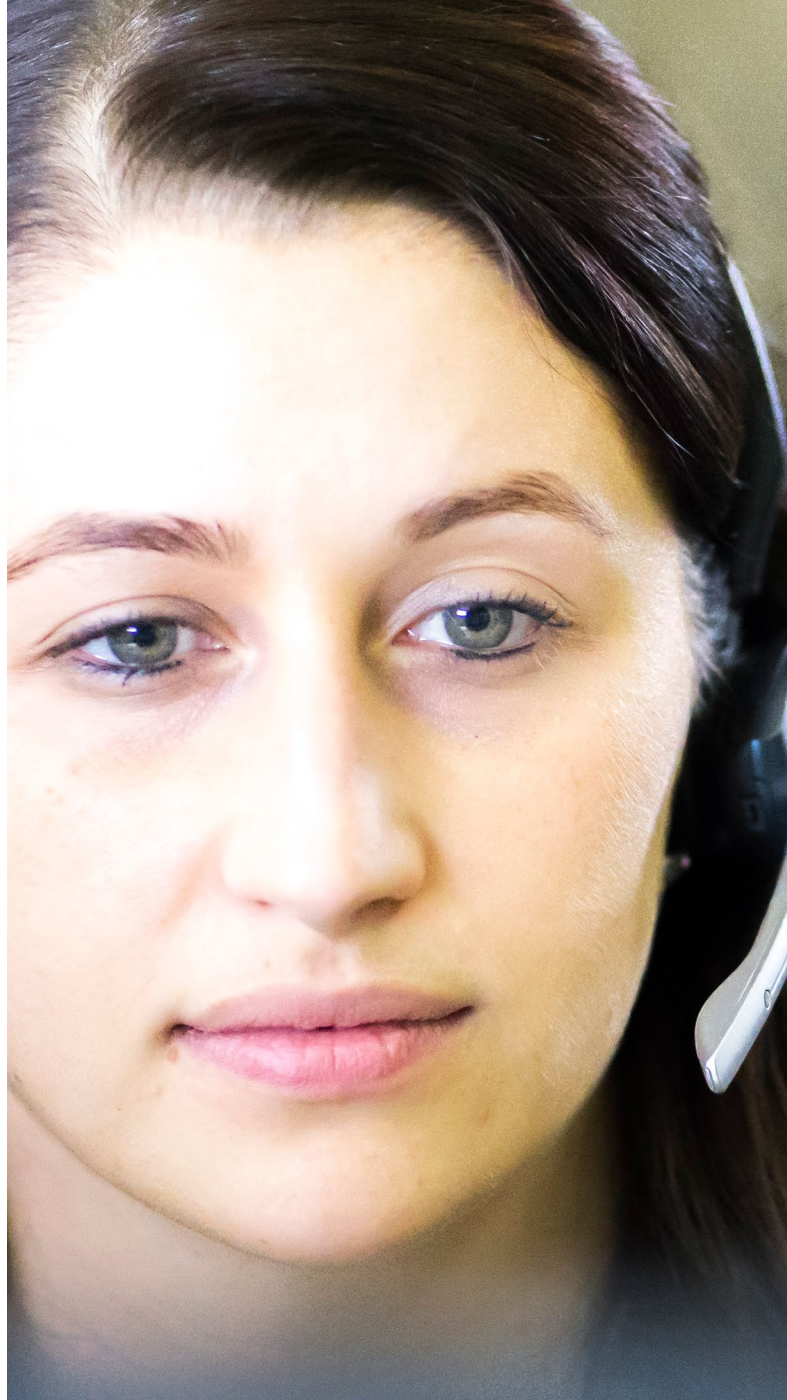
SIMPLIFY THE UPGRADE PROCESS

Today's IT professionals are often pulled in many different directions and forced to get more done with fewer resources. At Avtec we understand that your team has significant demands on their time and we believe that software updates shouldn't be a drain on your resources.

With ScoutCare Plus you'll enjoy quick and painless software updates for Scout™ EX consoles. Users can easily take advantage of their ScoutCare Plus subscription with just a few simple clicks. Get access to the latest features and security updates while drastically reducing the amount of time and travel required to complete your upgrade process. With ScoutCare Plus, the days of manually executing upgrades one desk at a time are now a thing of the past.

PROTECTING YOUR ORGANIZATION

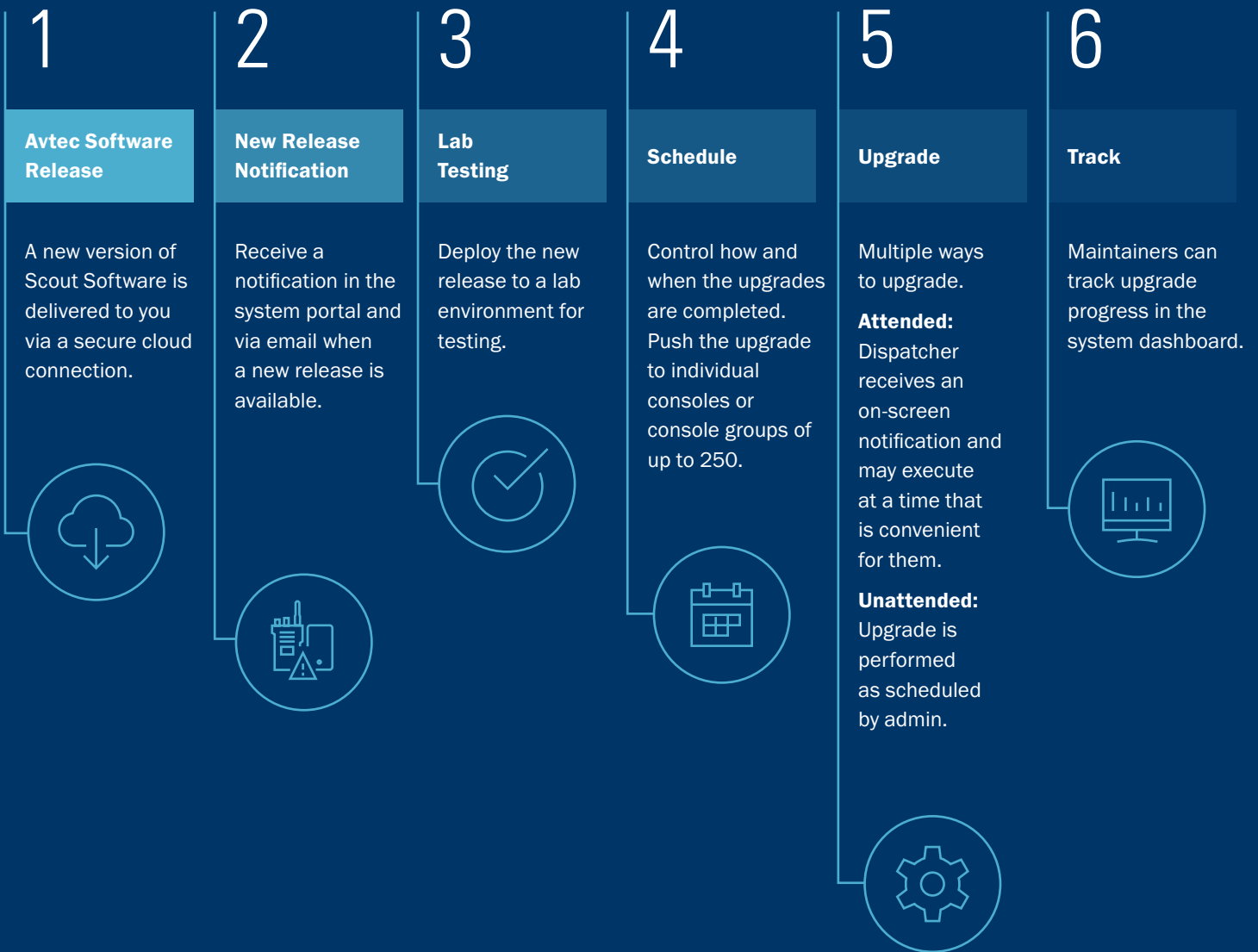
Avtec is committed to releasing software updates multiple times each year in order to provide a strong security posture. With Avtec's ScoutCare Plus you can feel confident that your Scout software has the latest security features and a minimal attack surface. The Motorola Secure Cloud Platform is an encrypted pipe that ensures data integrity and safely delivers software to your Avtec system.



Choose How and When Your
Upgrades are Completed.

EASY-TO-DEPLOY UPGRADES

Upgrades delivered directly to you and completed on your own schedule.



UPDATE PROCESS FEATURES

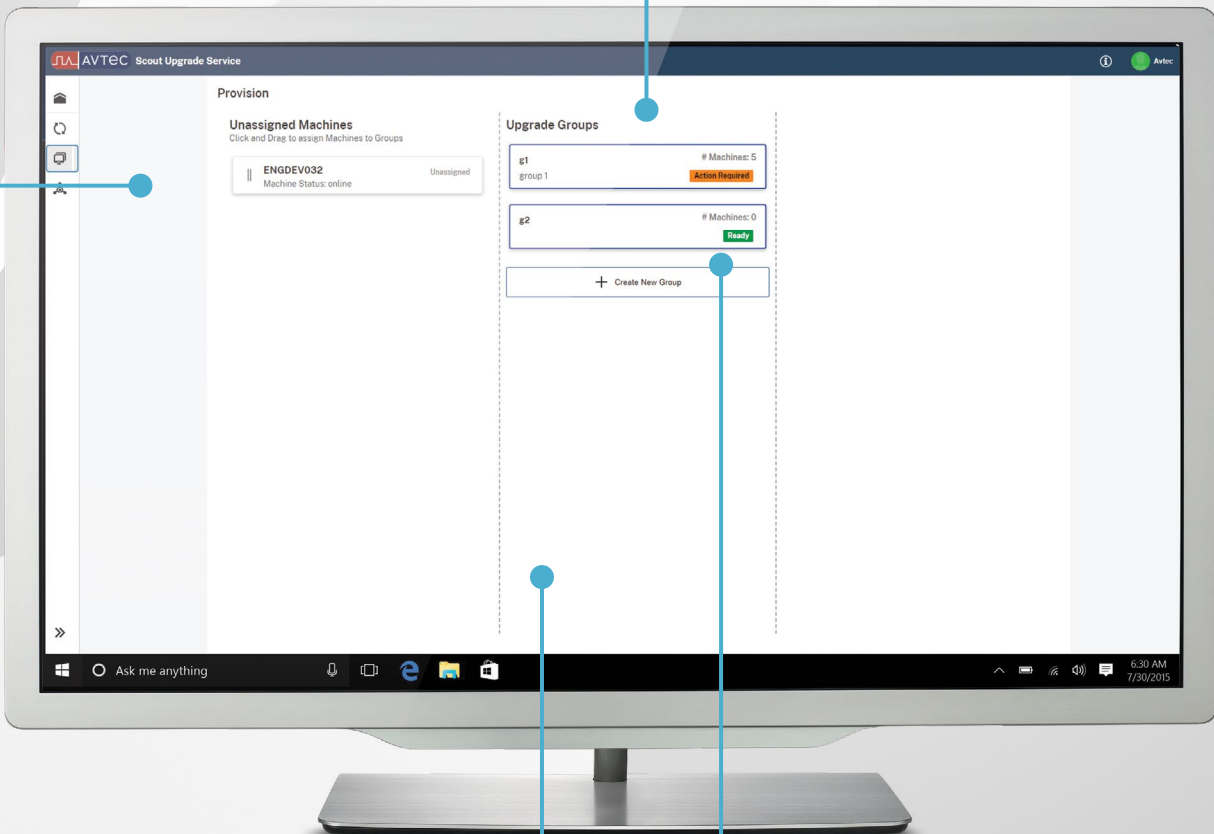
ScoutCare Plus includes access to Scout's update portal. Deploy updates for your entire system and track their status right from your desk.

EASY TO USE

No need to learn new or complex processes with a user-friendly drag and drop GUI.

SECURE SOLUTION

Receive software from a secure cloud platform. Component authentication to ensure products are genuine and untampered with.



UPGRADES ON YOUR SCHEDULE

Choose when to run the upgrades or allow dispatchers to run the upgrade as workload permits.

HASSLE FREE UPGRADES WITH USER DEFINED OPTIONS

Choose which consoles receive upgrades with configurable deployment groups.

EXPERIENCE THE BENEFITS OF UNCOMPLICATED UPDATES:



STREAMLINED SOFTWARE UPGRADES

Reduced time investment to execute upgrades.



STAY UP TO DATE

Keep your Scout system current with the latest software and security enhancements.



UPGRADE FROM ANYWHERE

Upgrade consoles from a remote location. No need to travel or move desk to desk.



INCREASED SYSTEM VISIBILITY

Quickly see the software versions running on the console system.



REDUCE TOTAL COST OF OWNERSHIP

Lower your spend on system maintenance.

PROTECT YOUR INVESTMENT AND KEEP YOUR DISPATCH CENTER RUNNING SMOOTHLY WITH AVTEC'S SCOUTCARE SOLUTIONS

FEATURES	SCOUTCARE	SCOUTCARE PLUS
24/7 US Based Technical Support	✓	✓
Access to new Scout features and integrations	✓	✓
Security patches	✓	✓
In-person and Online Training	✓	✓
Unlimited Access to Avtec Connect	✓	✓
Automated Update Delivery	✗	✓
Access to Scout's Update Portal	✗	✓
Update Scheduling	✗	✓
Attended & Unattended Updates	✗	✓





ONE PLATFORM. UNLIMITED POSSIBILITIES.

The Avtec Scout family of solutions integrates all your communication center needs, whether simple, highly complex or somewhere in between. Discover how our solutions can adapt and scale to any environment. Feel confident in your ability to protect people, assets and livelihoods with the most efficient communications system.

For more information contact your Avtec inside sales representative at 1-803-358-3600 or email us at is@avtecinc.com.