

## Service Definition Document.

At Monika, we are dedicated to keeping clients safe, smart and connected. Our systems bring together the benefits of regulatory compliance, ease of use and connectivity by harnessing the latest developments in wireless and cellular technologies.

Monika is an active member of some of our key industry bodies, FEA and FCSI. This ensures we have a detailed understanding of how our sectors operate and our products adhere to all relevant standards. We work with customers worldwide, including major household names in the food and retail sectors, and multiple healthcare organisations.

Our solutions keep you in full control, saving you time and money while helping you manage your risk.

- Efficiently manage teams, equipment and resources over multiple sites and locations
- Complete paper-free compliance for the food, clinical, and perishable products sectors
- Protect food, medicines and highly sensitive products including bloods and vaccines
- Keep staff safe by automating manual checks, deliver efficiencies and reduce wastage
- Integrate corporate policies and procedures
- Powerful reporting with visibility of performance across entire enterprise.

Your System Support Package provides you with the following benefits:

Annual Calibration and System Service	UKAS traceable reference calibration.	✓
	Certificate of Calibration.	✓
	Annual service which includes: - Service system parameters and settings; - Sensor positioning check; - Service connections to third party networks, BMS, email and text alert escalation; - Hand probing configuration.	✓
IT Support	Software licence with updates for new enhancements and additional features.	✓
	Unlimited telephone, email and remote PC access support to work with your IT department or systems administrator to diagnose problems with operating Monika PC in your IT environment, plus travel to site if required.	✓
System User Support	Unlimited support via telephone, email and remote PC access support which includes: - General operation; - System setting changes; - Implementing additional features; - New user information demonstration.	✓
Comprehensive Breakdown Cover	Unlimited priority on-site breakdown assistance by a Monika engineer which includes: - Call out fee; - Labour; - Replacement Networked Parts	✓

Contacting Monika for service support could not be easier simply call or email us at:

Email: [info@monika.com](mailto:info@monika.com)

Telephone: 01664 420 022

Web: [www.monika.com](http://www.monika.com)