MailSecur Service and Support Packages

Minimize Expenses. Maximize Effectiveness.

RaySecur offers tiered service packages to allow you to choose the amount of extra support and maintenance you need in your mail screening operation. We have you covered, whether it is minimum support to maintain your MailSecur units or expanded services, including software updates and new feature upgrades, or on-call 24x365 remote expert image interpretation and support.

SERVICE PACKAGES*	Lite	Basic	Standard	Premium
Remote Training, Installation and Certification	✓	✓	✓	✓
Learning Management Platform	✓	✓	✓	✓
WIFI/CAT5/LAN	✓	✓	✓	✓
Maintenance and Calibration	✓	✓	✓	✓
Software Updates and Feature Upgrades		✓	✓	✓
EODSecur – 24x365 Remote Bomb Tech Support			✓	✓
RaySecur Cellular Modem				✓
Extended Warranty				✓

LITE PACKAGE:

Remote Training, Installation and Certification – Standard real-time, web-based training for MailSecur unboxing, setup, installation, and operation. Includes operator certification for mail screening and contraband, drug, and threat detection with MailSecur.

Learning Management Platform – Licenses to online learning platform providing access to web-based training modules, mail screening guidelines, best practices, and continuing education materials.

WIFI/CAT5/LAN – Standard internet connection required for remote training, maintenance, and calibration.

Maintenance and Calibration – Included for the entirety of the service plan and is scheduled annually. Service is conducted remotely and includes system calibration and basic maintenance. Does not cover extended warranty (see Premium package).

BASIC PACKAGE (INCLUDES LITE PACKAGE PLUS):

Software Updates – Ongoing software updates and new feature releases as they are developed. Includes updates to user interface, image enhancements, artificial intelligence advanced detection, and corrections-specific detection modules (soaked paper detection, etc.) to keep pace with an ever-changing contraband landscape.

STANDARD PACKAGE (INCLUDES BASIC PACKAGE PLUS):

EODSecur Support – Subject matter expert (SME) services delivered by former military explosives ordnance disposal (EOD) experts as well as former law enforcement, corrections, and US postal inspectors covering:

• **24x365 EOD Expert Remote Support:** Real-time remote support delivered by EOD technicians for image interpretation and suspect item resolution (Drugs, Contraband, CBRNE).

• **Ongoing Remote Training:** Delivered by RaySecur SME's for the duration of the service plan, includes remote training and certification of new staff, refresher courses for existing staff, advanced training on drug and contraband detection, monthly alerts, and quarterly webinars as new forms of smuggling evolve.

PREMIUM PACKAGE (INCLUDES STANDARD PACKAGE PLUS):

Extended Warranty – Covers the MailSecur scanner for the duration of the Service Plan beyond the standard one (1) year warranty on the system.

RaySecur Cellular Modem – Cradlepoint LTE modem provides a direct connection to RaySecur SME and technical support teams. It cannot be used to access the internet or to make outgoing calls. It is specifically designed for RaySecur to access the machine for updates, remote trainings, image analysis, and troubleshooting. It enables the MailSecur unit to be completely independent from the client's IT network.

* On-Site Setup and Training: System installation and setup at your facility, hands-on training and certification of on-site staff conducted by RaySecur SMEs. Recommended for corrections customers. Purchased in addition to any service package. Volume discounts available with Standard and Premium packages.

raysecur.com | 617-855-9938 | info@raysecur.com

356 University Avenue | Westwood, MA 02090 USA