

CatalystCare™ Maintenance Programs

The CatalystCare Operations Center (CCOC)

The CatalystCare Operations Center (CCOC) is your one-stop shop for all support issues, including problem resolution, configuration management, help desk, scheduled maintenance and other service-related issues. Support levels (Break/Fix, Basic, Premium) are tailored to your agency-specific needs. Catalyst provides the specific technical assistance, software upgrade, and site visit service level you choose. Please note that Catalyst Care Premium Support delivers top-tier services in all areas, ensuring your Catalyst system is best prepared to meet your critical communications needs. Our staff are experts in Catalyst technology, IP Networks, and radio system interfaces, including new LTE based Mission Critical Push to Talk (MCPTT).

CatalystCare Service Level Agreement

Critical Communications is critical to the safety of your personnel, and to the people they serve. CatalystCare's flexibility allows your agency to tailor your Service Level based on your individual agency requirements. Your Technical Account Manager builds partnerships with your service staff to understand their specific needs. CatalystCare can co-manage your operational environment, or take primary responsibility for software maintenance and upgrades, the choice is yours.

CatalystCare Service Levels

CatalystCare offers 3 levels of support. If your agency decides not to enter into a specific support agreement, we will maintain a level of care for your platform utilizing the Break/Fix model and based on specific per-event rates. Please note that Premium Support delivers top-tier services in all areas, giving you peace of mind that your Catalyst RCOIP system won't let you down.

CatalystCare Service Levels			
	Break/Fix	Basic Support	Premium Support
Technical Assistance	✓	✓	✓
After Hours Assistance		✓	✓
24x7 Response			✓
Software Bug Fixes		✓	✓
Software Enhancements		✓	✓
Technical Account Manager (TAM) Review		✓	✓
Major Software Upgrades			✓
Annual On-Site Tech Visit			✓
Catalyst Hardware Maintenance			✓



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