



PROMARK WORKFORCE MANAGEMENT

HardwareService

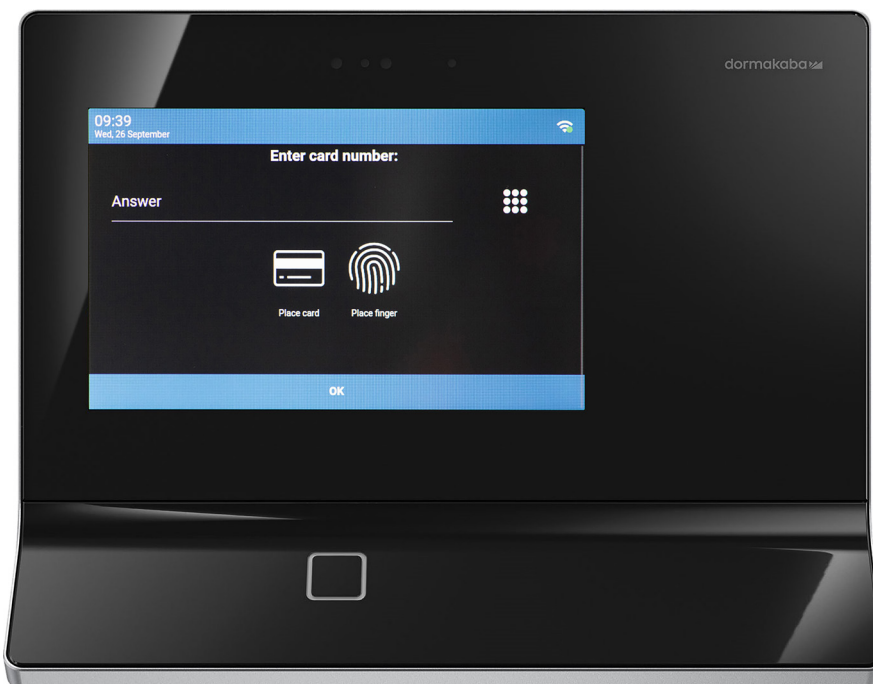


LEAVE MANAGEMENT AND SUPPORT OF TERMINALS TO US

As a company, you depend on your IT equipment functioning at all times. Therefore, we now offer a HardwareService agreement covering rent, operation, monitoring and repair of terminals and readers for ProMark.

With our HardwareService you avoid investing in new terminals. In addition, you avoid the hassle of monitoring and keeping your terminals up and running as well as any unforeseen costs for repairs.

In other words, we offer you Hardware as a Service. This will increase security of operation and give you greater predictability in the IT budget.



HardwareService

IT EQUIPMENT MUST NOT STOP OPERATIONS

LEAVE MANAGEMENT AND SUPPORT OF TERMINALS AND READERS TO US

As a company, you depend on your IT equipment functioning at all times. But the daily operation requires monitoring and efforts to keep your equipment up and running. And as any other type of equipment, terminals and readers have a certain operational life so at some point it will be necessary to replace them. Either because your terminals break down or because you wish to modernise your user interfaces to keep up with development. It may, however, require a larger investment to purchase new terminals.

RENT TERMINALS AND READERS FROM US

With our HardwareService you can now rent terminals including the relevant readers from us, meaning that there is no large investment in such a purchase or modernisation.

LEAVE RESPONSIBILITY FOR MONITORING AND OPERATION TO US

Simultaneously, you can leave the monitoring and daily operation of your terminals and readers to us. We will monitor the equipment via remote access and can manage most challenges this way. Should your terminals break down and become in need of IT support or repair, we will make sure that the terminals come into operation again – possibly through repair or exchange with a new terminal.

REPAIRS WITHOUT CHARGE

With a HardwareService agreement, we cover the costs in connection with repairs – both labour costs, spare parts and freight charges – except the carriage costs incurred for sending the equipment to us.

SELF-INFLICTED ERRORS

In case of self-inflicted damage, vandalism or any other damage resulting from a lack of maintenance, cleaning or incorrect use, costs will however be invoiced.



HardwareService

REPLACEMENT EQUIPMENT

If the equipment cannot be repaired, we will replace it with equivalent equipment which will then be included in the HardwareService agreement onwards.

ONLINE ACCESS TO YOUR INSTALLATION

The HardwareService agreement implies giving us permanent access to your ProMark installation to be able to access terminals and the ProMark server online. If the problem cannot be fixed online, the agreement includes repair or replacement within 48 hours on weekdays from the time that the malfunction has been registered.

DURATION OF THE AGREEMENT

The agreement runs for a minimum of three years. Should you wish to terminate the agreement before any terminal has been rented for 3 years, there will be a remaining payment on the individual terminal.

SUBSCRIPTION AT A FIXED FEE

The HardwareService agreement is paid with a fixed quarterly fee. In addition, normal transportation and hours are invoiced if we need to fix problems on-site.

FLEXIBLE SOLUTION

RELIABLE DAILY OPERATION AND GREATER PREDICTABILITY IN THE IT BUDGET

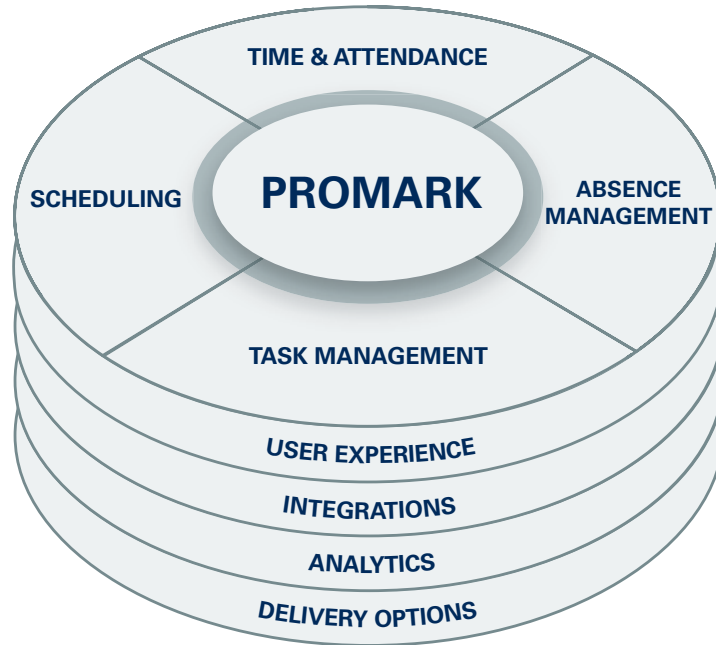
A HardwareService agreement provides you with a number of benefits:

- No initial investment in new terminals
- Fixed operating costs so you avoid unforeseen costs for repairs and spare parts
- Saved time for monitoring and support of terminals and readers
- Fast remedial action in case of critical failure and access to spare parts
- Increased reliability in the daily operation

With our HardwareService agreement you can optimise the company's investment in ProMark.

PROMARK WORKFORCE MANAGEMENT

HardwareService is part of the customer support we offer in relation to ProMark Workforce Management. With ProMark we help to manage companies' largest and most valuable and strategic resource – the workforce. Contact us at +44 808 23 44 786 for more information about all opportunities or have a look at www.mark-info.co.uk.



TIME AND ATTENDANCE

Precise registration of working hours and absence validated against collective and local agreements creates the correct payroll basis



ABSENCE MANAGEMENT

Advanced handling of accrual, use and transfer of holiday. Sickness management with distribution on the right accounts and workflows for follow-up and overview



TASK MANAGEMENT

Registration of employee activities (job, project and process) refines ERP data for follow-up on deliveries and costs



SCHEDULING

Rostering and employee scheduling for effective use of company resources – even in case of deviations



USER EXPERIENCE

Webportal, mobile app and terminals for registration, overview and approvals



INTEGRATIONS

Modern, secure API-based integrations for payroll, HR and ERP ensure exchange of important data and user experiences



ANALYTICS

Reports and Business Intelligence for analysis of data from all parts of ProMark for fact-based decisions and increased efficiency



DELIVERY OPTIONS

Standard public cloud, private cloud or on-premise as the customer wishes

2021-07

MARK INFORMATION

Mark Information is an innovative software company offering Workforce Management solutions from offices in Denmark, Sweden, Norway, United Kingdom and Romania. Mark Information's Workforce Management solution ProMark enables customers to optimise productivity and generate savings through scheduling the right resources, at the right time, for the right job and ensures that resources are remunerated correctly in the most effective way. Mark Information services global corporations and has more than 1000 installations and 300,000 users. Read more at www.mark-info.co.uk.

