



CONNECTED HOME
Powered by PlumChoice® **EXPERT™**

Z-Wave® Alliance, in partnership with PlumChoice®, the leading provider of specialized technical support services is proud to announce the availability of a new, exclusive technical support program for our members.

Introducing ConnectedHome Expert™, powered by PlumChoice.

The ConnectedHome Expert program for Z-Wave Alliance members delivers three levels of support options to choose from for providing post-purchase, personal technology support to smart device customers. This program will help companies similar to your own with assisting customers in getting the most out of your technology, resulting in:

Improved overall customer experience
Reduced risk for product returns

Focusing on your customers, not just their device. As passionate as we are about smart devices, we are even more passionate about helping the people who use them.

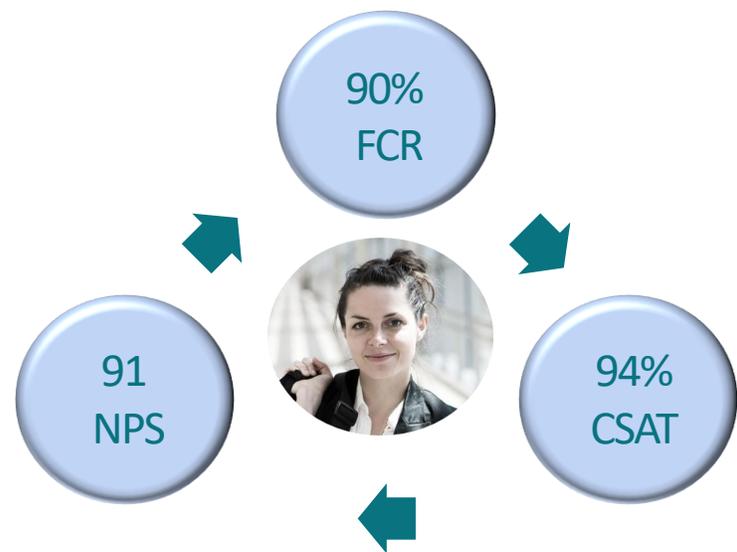
Keeping things simple. No jargon. No tech-talk. Just explanations that make sense, and solutions that work.

Working in a way that works for your customers. Available 24/7*, ConnectedHome experts can provide advise, take customers through things step-by-step, or take the whole problem off their hands.

Understanding the whole picture. Your customer's connected life includes a variety of devices and technologies. We help them manage all the pieces simply and seamlessly so everything just works.

Keeping the Big Picture in mind. We never lose sight of the fact that the technology is always just a means to an end: a better quality of life for your customer and their family.

* Available on select support packages



Delivering Outstanding Results, Consistently

FCR: First Call Resolution
NPS: Net Promoter Score CSAT: Customer Satisfaction Score



The ConnectedHome Expert technology support program has been developed specifically for price and resource conscious partners. Powered by PlumChoice, your customers are provided U.S.-based, certified technical assistance with the installation, integration and support of your branded, connected devices; improving the overall customer experience.

Three levels of support options with no setup fees have been developed for you to choose from to provide premium support to your customers. Each package provides their own unique balance of features and benefits including:

ConnectedHome Expert™ Service Options

Bronze	Silver	Gold	Features	Benefits
●	●		U.S.-based technical support, Mon-Fri 9-9PM EST PLUS Sat 9-3PM EST	Six day access to technicians who understand and fix issues remotely
		●	U.S.-based technical support 7/24/365	Seven day access to technicians who understand and fix issues remotely
●	●		Phone, e-mail support	Connectivity options to fit your customer's needs
		●	Phone, e-mail support, online chat	Extended connectivity options to fit your customer's needs
		●	Same day remote scheduled appointment	Convenient support that meets your customer's schedule
120	300	700	Supported transactions per month	Options to fit your business requirements
●	●		Dedicated ConnectedHome phone number	Promoting the high-quality, ConnectedHome brand
		●	Dedicated 'Branded' phone number	Promoting your brand throughout the customer lifecycle
●	●		ConnectedHome channel reporting	Receive monthly standardized reports
		●	Customized reporting Dedicated Account Manager	Receive weekly customized reports with support from your personal Account Manager

To learn more about the benefits associated with this program please contact Greg Galat:

*available at additional cost

“One of our biggest goals as a member organization is to provide resources to help our ecosystem succeed in their markets. This new effort with PlumChoice will give our members access to something the entire smart home industry needs more of: technical support for our end users.”

- Mitch Klein, Z-Wave Alliance Executive Director

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