

## Integration

ULTIMedia's logistics hub which includes technical and storage areas of over 10,000SF facilitates further preparation and integration of our projects.

### *Integration platform*

The processes of integration performed by our technicians is carried out according to a rigorous procedure that ensures real quality control at each step of development:

- Output stock material
- Unpacking and verification of hardware
- Hardware Integration
- Software Integration
- Functional testing / validation
- Packaging configurations

## Deployment

For several years ULTIMEDIA has been deploying its interactive terminals within Europe and abroad in North Africa and North America. Thanks to our logistical expertise, we use specially adapted transportation procedures (reinforced protection, antishock warning system, use of flight case) in order to guarantee our customers a quality service. ULTIMEDIA also manages the delivery/installation service (excluding subcontracting within Europe) on site in accordance with the following check-list procedure:

- Checking and installation of equipment
- Connection, operational tests
- Training, mentoring of users
- Completion of delivery acceptance document
- Removal of packaging and old equipment (if pre-arranged)



### *On site Deployment*

Each delivery / installation is defined as a procedure:

- Checking and installation of equipment
- Connexion, function test\*
- End user training
- Signed receipt statement
- Disposal of packing and old material (if provided)

*\* If installing kiosks on local network (intranet) or remote (extranet / internet) access networks (IP / DNS) must be defined before by your network administrator.*



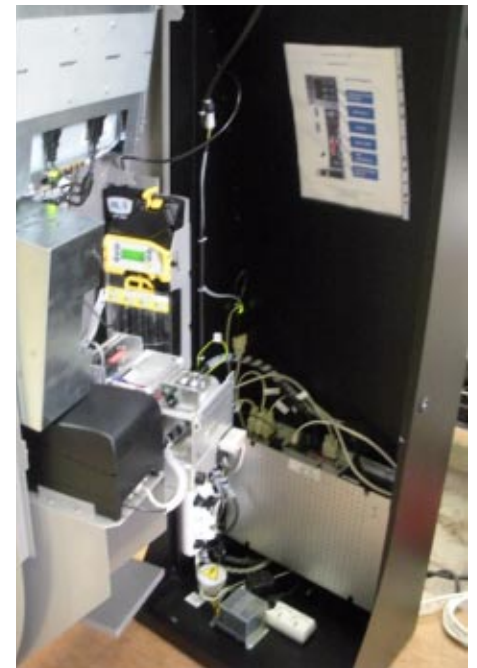
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## Maintenance

ULTIMedia offers a tailored maintenance program that ensures your customers full access to your kiosks 24/7.

### *On site intervention includes the following services:*

- On-site technical support
- Supply of spare parts (unless provided by client)
- Replacement of defective parts
- Acceptance of broken down parts
- Anti-virus check
- Re-loading of the Operating System, as furnished by the clients and following their re-booting procedure
- Performance tests
- Loaned material made available (if loan option selected in contract)
- Closing of intervention
- Signature of intervention report



### *Preventive maintenance*

- Cleaning of equipment (inside and outside)
- Inspection of all the connections
- Inspection of the discs
- Other specific services defined with the client
- These services are mostly managed on a pre-planned schedule

## Kiosks rental

We can make your events a success through our unique kiosk rental program. From simple events to the most ambitious projects, we strive to provide you, within schedule, the number of kiosks required by your event and their maintenance. Each project is priced individually.

Our solid references with prestigious operations in the world of publicity events are a guarantee of the professionalism required for your projects.



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