



PERSONAL TOUCH, LONG TERM

CASE STUDY: 2,267 Guest Room Resort in Orlando, FL

Personalized Care & Expert Technical Support for the Long Haul

EcoCare: Designed to Support Our Customers Long-Term

A direct line to EcoCare Service & Support is essentially a direct line to all of our experts.

Telkonet prides itself on teamwork and our ability to communicate across functions, avoiding information silos found in larger organizations.

EcoCare is designed to support you before, during and after installation-for the long haul.

Telkonet has 107 employees, most of whom work in our Wisconsin office. Our closest competitor has 129,000 employees. A company that size cannot be agile-that means missed opportunities to collaborate.

Telkonet thrives on maintaining a close connection between our departments and also with you, our customers. In the beginning, we are here to provide training and training tools for your installation. Before we let you go, we make sure all your questions are answered.

And afterwards, an EcoCare subscription means we are here for you, round the clock every day of the year. Our support staff is located in the same office as our engineers, product development engineers, project managers and field services technicians.

Meet Calvin Oaks

Calvin Oaks has served as the Director of Engineering at a prominent Florida resort for the past 6 months. This 2,267 room resort is gradually making the switch to the EcoSmart platform as part of a floor-by-floor renovation.

Although the Swan and Dolphin are new to the EcoSmart platform, Calvin Oaks is certainly not. Calvin used the EcoSmart platform extensively in his role as DOE of a major Downtown Chicago hotel, where our products are installed in 1385 guest rooms.

Installation Support

Says Oaks, "We recently arranged for an EcoSmart team member to perform installation training on-site for couple days. He is a super guy; we want him back for more training soon because he really, really, really worked hard with us. We were very comfortable with him."

EcoCare Subscription

Oaks' property has a premier-level EcoCare subscription. Oaks says he is sold on it. "There are EcoCentral features I am familiar with that I'm looking forward to using at the Swan Dolphin."

A premier level subscription includes proactive system monitoring: we proactively monitor your property for equipment outages, system alerts, and network problems. We then initiate necessary repair solutions.

We provide quarterly system performance reviews. Every three months, Telkonet engineers review your system performance in EcoCentral to ensure continued savings.

See How EcoSmart Can Surprise You

Contact one of our Account Executives today for more information.
(888) 703-9398
sales@telkonet.com



Why Telkonet and EcoCare?

- We support you during installation and after
- EcoCare Support staff is highly knowledgeable
- For complex issues, EcoCare Support has direct interaction with our technical experts
- EcoCare Support is available 24/7/365

What separates Telkonet from the competition?

"The personal touch. That DOES matter."

*Calvin Oaks
Director of Engineering*