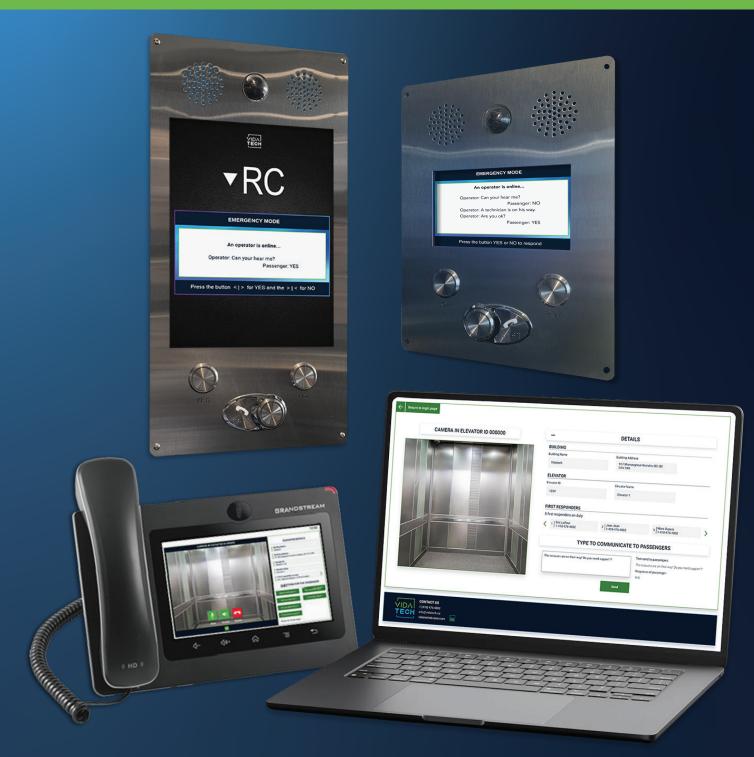
## THUNDER SYSTEM IMPLEMENTATION







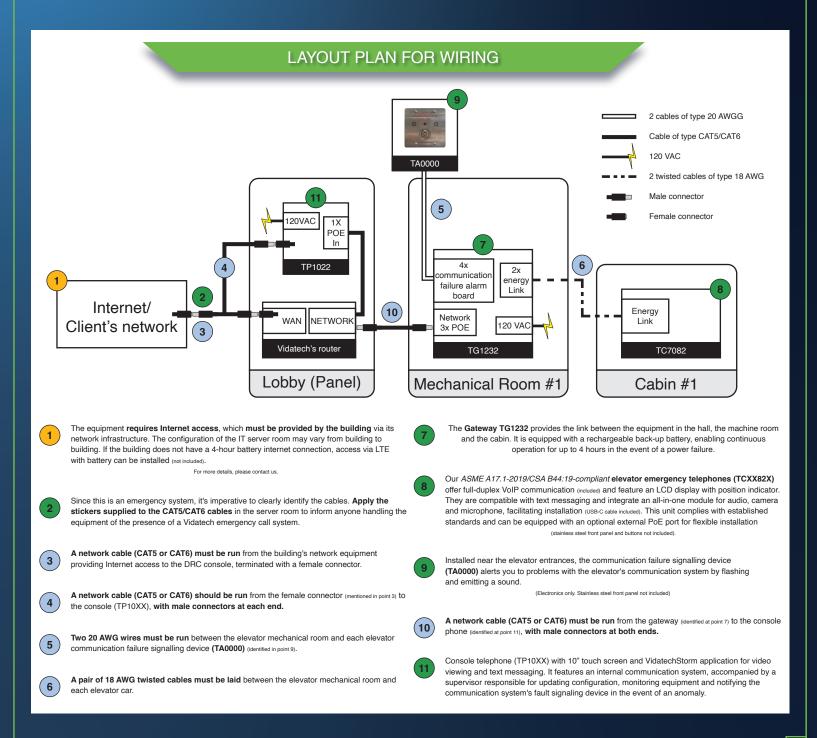
917 Mgr Grandin, Suite 304B Quebec city Quebec, Canada G1V 3X8 1 418 476-4802 Soumissions@vidatech.ca

For more informations : info@vidatech.ca

## **BEFORE ORDERING**

1. Quote received at Soumissions@vidatech.ca

- 2. Submission dispatch (Tracking guaranteed within 48 working hours)
- 3. Sending a wiring plan: wiring, electrical and network requirements



## ORDER

- 1. Receipt of purchase order
- 2. Sending a Customer Implementation Form:
  - Contact Network Administrators
  - Installation date Estimated
  - Emergency phone number and e-mail address
  - Contact in case of malfunction
- 3. Equipment assembly

4. Initial configuration of equipment on VidatechStorm

5. Once the first cabin has been delivered, the configuration is transferred to the building manager

## AFTER ORDERING

- 1. Support options on the day of installation:
  - a. Appointment for telephone support during opening hours (Included)
  - b. Appointment for in-person assistance during installation (Additional charges apply)
  - c. No appointment necessary, telephone assistance during opening hours (Included)
- 2. Training Vidatech Storm platform users
  - a. Webinar training (Included)
  - b. On-site training (Additional fees apply)
- 3. Notification of system disconnection