



Ensuring Your Facility Maintains Its Safety And Security



Let's Work Together to Keep Employees Safe

Too much to do, too little time? Allow us to support your team with a HELPWATCH™ service agreement. We partner with you to make sure your HELP ALERT® or EXACTRACK® systems are working as intended.

Taking Your System's Pulse Every Day

Daily "health checks" are conducted by a dedicated remote monitoring specialist at RFT. We'll monitor how your system is feeling on any given day and notify you if action is needed.

Minimize Repair & Maintenance Costs

Maintain your equipment to original manufacturer's specifications and minimize repair costs, the protection packages provide discounted replacement parts and onsite repair services (excluding travel and expenses).

Offering peace of mind when repairs are necessary, your service agreement covers RFT provided servers, monitors, pendants/fobs, beacons, and other RFT provided hardware.

HELP ALERT!® EXACTRACK®

Service Agreement Benefits	HelpWatch	HelpWatch Plus
Dedicated Account Monitoring Specialist	✓	✓
Prioritized Software Updates (via Remote Access)	✓	✓
Daily System Health Monitoring + Weekly Update Emails	✓	✓
Monthly System Health Reports with Actionable Details (Example: Device-specific status, battery life, and location)	✓	✓
Annual 1-Hour Remote "Best Practices" Admin User Training for Ongoing System Management and Maintenance	✓	✓
Annual On-Site User Training		✓
Annual Re-Certification & On-Site Functional System Inspection		✓
Discounted On-Site Repair Labor and Replacement Parts	10%	15%

Build a Custom Service Agreement

Every facility is different. That's why RFT will build a custom service agreement plan just for you. Change the frequency or remove any line item above. Ask about adding battery replacement service or a comprehensive system inspection, too!

