







All Scientific Technology Group (AST) **Time & Material (T&M) Agreement** provides your organization with access to AST's technicians, support systems, and monitoring technology only when you need it, and without long-term commitment. It's the most flexible way to secure expert maintenance and repair coverage on demand.

## CHALLENGE

Many organizations struggle with unpredictable equipment failures, but do not require full-time maintenance contracts. Traditional service models force them into costly retainers or leave them waiting in long queues, resulting in:

-  Delayed response times for urgent repairs
-  Lack of a direct contact for escalation
-  No visibility into repair status or history
-  Risk of downtime when equipment must be removed from service

## SOLUTION OVERVIEW

The AST **T&M Agreement** guarantees that our service infrastructure becomes your safety net, activated only when needed. From **24/7 dispatch**, **client success management**, and **loaner equipment** to **remote monitoring** and **asset intelligence**, AST ensures continuous operational readiness without unnecessary cost.



## KEY BENEFITS

- 24/7 Live Dispatcher Access:**  
Service requests are handled immediately at any hour
- Dedicated Client Success Representative:**  
One point of contact for every need
- Loaner Equipment Available:**  
Maintain uptime even when repairs require extended service
- Remcomm Remote Monitoring (Optional Add-On):**  
Early warning alerts before failures occur
- Equip ID™ Asset Intelligence System**
  - Tap-to-report service issues
  - Full compliance and service history tracking
  - Live repair progress updates via online portal
- Aligned Incentives, Minimal Downtime, Minimal Cost**  
AST's service team is incentivized to resolve issues efficiently and prevent avoidable failures.

## HOW IT WORKS

- 01** Sign a T&M Agreement with AST: No retainers, billed only when service is provided
- 02** Get Instant Access to 24/7 Dispatch & Client Success Team
- 03** Log Requests via Call, Email, or Equip ID Tap-to-Report
- 04** Technician Dispatched or Remote Troubleshooting Activated
- 05** Loaner or Replacement Provided if Extended Repair is Needed
- 06** All Activity Logged in Equip ID for Full Transparency & Compliance

