THAT FRIDAY FEELING

CTOUCH HEARTBEAT AS A SERVICE

With Heartbeat, we offer services that make your life easier than ever.

Now and in the future!

Share, inspire, have fun!
With CTOUCH by your side.

CTOUCH®

New ways of teaching require modern ways of service

In a constantly changing world, developments in AV technology follow in rapid succession. Whereas in the past we taught in class or met in groups, nowadays hybrid learning environments and virtual classrooms are the projects that modern education needs. With CTOUCH Heartbeat we can quickly respond to new developments from outside and to changes driven from within your own organisation.

Working together on the future

Smart solutions, with which you can continue to grow in the future, are essential for a healthy organisation. And that is exactly what Heartbeat brings. It's not just about maintaining and improving functionality. With evolving technology comes a continuous need for up-to-date cybersecurity and simple management of devices. In addition, with CTOUCH Heartbeat we offer thorough training so that you and your colleagues can continue to work efficiently with the tools you have at your disposal. Especially when new developments occur.

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CTOUCH brings a lasting smile

There's nothing like starting, and ending, the day, with a smile. By providing the best interactive experience, we encourage you to reach your full potential.

How do we do that?

First, of course, by developing smart touchscreen solutions. For both education and the corporate market. We have been doing this successfully for more than 15 years in the Benelux, Nordics, England and Germany.

We are known for our high quality products and excellent service by real professionals. In addition, we distinguish ourselves with our Circularity Passport by offering full transparency on the CO2 impact of our touchscreens.

CTOUCH wants to offer the highest possible value in the areas of customer experience, future proof and security. These themes, in which sustainability plays an integral role, form **the CTOUCH Circle**.

The aim of the CTOUCH Circle is not only to continue to excel in the future, but also to innovate on these themes within the world of touchscreens and AV services. CTOUCH Heartbeat is a central part of this. This is how we create a lasting smile for our customers. And hopefully with you too!

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Discover CTOUCH Heartbeat: AV & IT services

With CTOUCH Heartbeat we offer services that ensure an even better user experience over the long term. These services are spread over five different domains which together extend the life of your touchscreen. Security and ease of use are taken to a higher level and we also take our responsibility at the end of your touchscreen's life.

The CTOUCH Heartbeat domains are:
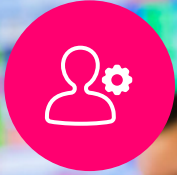
| IT Management | Security | Functionality | Training & Adoption | Second Life & Repurposing |

IT Management

The integration, management and service of various devices within a network environment is often a major challenge for IT. Manually updating every touchscreen in every classroom or meeting room with new firmware is no fun and takes a lot of time and administration. Managing configurations from a central location and keeping an eye on what is happening within the network makes the work a lot more efficient. CTOUCH offers help through smart management configuration, even with changes in the network.

Integration of management tools

By means of CTOUCH Sphere and Radix software, CTOUCH screens can be linked and easily managed centrally in the network.

Configuration

CTOUCH offers support in the configuration of the display at the first installation. But also consultancy in adapting the configuration in case of modifications and changes in the network during the term of the licence.

Hardware & software updates

Continue to manage your touchscreens in your network with ease, by means of hardware and software updates. We do this both on location and remotelys.

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Security

Securing the network and the hardware connected to it is essential for protecting data from external attacks. In practice, however, touchscreens are not always part of the IT network and are managed separately. A shame, because this way they are not automatically included in security updates. And before you know it, after 2 to 3 years you are stuck with outdated versions, which means that people from outside can easily access your data. Within the Security domain CTOUCH offers carefree use during the entire lifecycle of the product. You can be sure that the device runs on Android versions actively supported by Google.

Operating System (OS) updates

The integrated Android OS is migrated to a new supported Android version when available, ensuring security.

Firmware updates

Automatic firmware updates are provided throughout the usage period to meet the best possible security standards. For both the standard Apps and the OS.

Optional hardware

With optional security functionality, such as the fingerprint scanner or NFC reader, we offer the user a secure, personalised environment on the touchscreen.

Functionality

Nothing is as annoying as losing support for basic functionality. This can happen when brands like Apple, Microsoft or Google introduce a new operating system. Not all existing apps are supported just like that, even though you have switched or are planning to switch. It is therefore important to offer continuity in the type of applications and the way they are used. That way, you can continue to work carefree and efficiently.

App updates

Applications that come standard with the CTOUCH screens are provided with essential updates to guarantee maximum functionality.

Upgrade to the latest OS

An OS becomes obsolete after 1,5 to 2 years. A touchscreen normally lasts at least 5 to 7 years. An upgrade is therefore essential to ensure support for the latest functionalities. For some versions this can be done by software, but certainly not in all cases. For the latter situation CTOUCH offers external modules to always stay up-to-date.
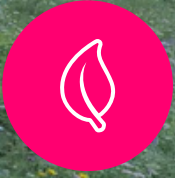
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Training & Adoption

In practice, we often see that users have a certain degree of fear and resistance to working with technology. And that while smart technology ensures that users can work better and more pleasantly. Our own research shows that 89% of users are more satisfied with the use of a touchscreen after a training session. Because the possibilities on these solutions become more extensive and more advanced through the years, it is also important to keep this knowledge up-to-date. CTOUCH offers many possibilities to help with this.

C-Academy

CTOUCH offers a varied range of training courses at different levels and for different purposes. We do this for both the user (e.g. teachers, office staff or management) and the IT person who is responsible for managing the touchscreens. Examples include:

- Product training
- Inspiration sessions
- Hands-on and customised training courses
- Security training courses

The C-Academy can help you discover all the possibilities of touchscreens both online and offline. But also with more in-depth training and tools for users who use our touchscreens in specific scenarios.

Second Life & Repurposing

CTOUCH develops products of high quality, which ensure a long life span. This offers us the unique possibility to take back products after use or at the end of a contract. The ultimate form of ownership! In this way, valuable materials do not simply go to waste, but products and parts can be given a new life. In this way, together we contribute greatly to sustainability and reduced CO_2 emissions.

Take–back of screens & replacement at end of life

When the need arises for replacement of CTOUCH products (e.g. at the end of the warranty period), we take them back. We will then reuse the parts or even put the products into another market.

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SUBSCRIPTION
HEARTBEAT FIT

FEATURES
- For CTOUCH RIVA displays
- Sphere Entry
- Online help-center
- Security by design
- Viso MDM
- Firmware updates
- We plant a tree per activation

SUBSCRIPTION
HEARTBEAT SAFE

FEATURES
- For CTOUCH RIVA displays
- Sphere Advanced
- Online help-center
- Security by design
- Viso MDM
- Firmware updates
- We plant a tree per activation
- Lifetime security updates
- Premium support
- Upgrades like Android module

ABONNEMENT
OPTIONELE ADD-ONS

FEATURES
- Trainingen
- Multi-Factor Authentication
- Remote assistance
- Functionaliteit updates / vervanging

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