

TAMCO®



Review the most frequently asked questions about TAMCO's Technology-as-a-Service subscription solution.

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# FAQ's

## What is Technology-as-a-Service?

TAMCO Technology-As-A-Service is a subscription payment program for organizations that want an easy way to use hardware-intensive technology solutions without the drawbacks and responsibilities of ownership.

## How is Technology-as-a-Service different from a lease?

TAMCO's Technology-As-A-Service subscription payment program is not a lease for two primary reasons – outcome and performance. First, the outcome of almost all leases is one of ownership. TAMCO's Technology-As-A-Service is specifically designed to be a use-based program and does not result in ownership. Second, under a lease, you will be obligated to pay every single payment regardless of how your solution needs might change or how technology options might advance. You are literally locked into the technology and the complete payment stream. The performance of a lease is therefore very rigid. By contrast, TAMCO's Technology-As-A-Service subscription provides you with the greatest level of flexibility to change your solution at any time and have any remaining payments from the original subscription term forgiven. Learn more about this industry-exclusive benefit called the [Solution Replacement Guarantee](#).

## What types of organizations use Technology-as-a-Service?

TAMCO's Technology-As-A-Service programs are used by organizations across a broad range of industries including professional organizations, healthcare, hospitality, manufacturing, education, state and local government, houses of worship and more. They are private organizations and public organizations. Organizations with thousands of dollars to billions of dollars of revenue. The federal government and a few niche industries (like cannabis) are the only areas in our program that is not currently available. For more details [click here](#).

## What types of technology equipment and systems qualify for TAMCO's Technology-As-A-Service subscription program?

We continuously look for additional technology solutions where our subscription programs can be applied. The most common types of solutions where Technology As-A-Service is available to include:

- Access Control
- Audio Video Systems
- Control Room Solutions
- Digital Antennae Systems (DAS)
- Digital Signage
- E911
- Emergency Management Systems
- Network Infrastructure
- Security Systems
- Surveillance Systems
- Nurse Call Systems
- Video Walls
- Video Conferencing
- WiFi

## What happens if we need a different technology solution during our Technology-As-A-Service subscription program?

You can simply change the solution to one that meets your current needs. The old subscription and any remaining payments would be forgiven. Your new solution would be put on a new subscription agreement. TAMCO's Technology-As-A-Service subscription program is designed to provide unparalleled flexibility and protection for these circumstances. Learn more about our industry-exclusive feature called the [Solution Replacement Guarantee \(SRG\)](#).

## What are non-recoverable costs?

With regard to technology solutions, non-recoverable costs include solution components like design, installation, licensing, integrator margin, manufacturer margin, training, and more. These costs are non-recoverable because the day after a solution is installed the value associated with these components has basically vanished.

## What is the interest rate on a Technology-as-a-Service payment?

There is no interest rate associated with TAMCO's Technology-As-A-Service subscription payment program because this is a subscription service. Payments do not result in owning any equipment associated with the solution. It is like asking what is the interest rate associated with a Netflix subscription. Another way to understand why there is no interest rate is to consider a home purchase versus a rental. If you are making monthly mortgage payments on a home purchase, your mortgage loan will have a clearly identified interest rate and once all payments are made, you will own the home. However, if you rent the very same property rather than purchase it, you will make monthly rental payments. And regardless of how many payments you make, you will never own the property, and there is never an interest rate associated with the rental payment/rental agreement. You simply have use of the property while you continue to make monthly payments.

## Will we own the technology equipment at the end of the Technology-As-A-Service subscription term?

No. TAMCO's Technology-As-A-Service offering is a use-based subscription program. Equipment installed on the customer premises or elsewhere is provided for use during the subscription term and will not be owned by the customer.

## Who do we pay the Technology-as-a-Service subscription payment to?

Monthly payments for TAMCO's Technology-As-A-Service subscription solution are paid to TAMCO per instructions in the TAMCO Technology-As-A-Service agreement.

## Who installs the technology solution?

An Authorized TAMCO Technology-As-A-Service integrator is responsible for the solution installation.

## Who provides the maintenance and support services for the Technology-As-A-Service solution?

An Authorized TAMCO Technology-As-A-Service integrator is responsible for maintenance and support services provided with the Technology-As-A-Service solution.

## Is TAMCO's Technology-As-A-Service subscription program available outside of the United States?

No, it is not available in other countries. TAMCO's Technology-As-A-Service subscription program is available in all 50 states within the U.S. It is not available in U.S. territories (ie. Puerto Rico, Guam, U.S. Virgin Islands, etc . . .).

## What happens at the end of a Technology-as-a-Service subscription?

With TAMCO's technology as a service offering, there are basically two options at end of the term. If the customer still needs and values the technology solution, they can renew the subscription program for another term. If for some reason the customer no longer wants the solution they can terminate service and return the associated equipment to TAMCO.

## What is the Solution Replacement Guarantee (SRG)?

The Solution Replacement Guarantee (SRG) is exclusive to TAMCO Technology-As-A-Service subscription programs. It provides customers with a remarkable degree of flexibility and control to address changing technology needs. From the very first day of their as-a-service subscription until the end of the term, and throughout any renewal term, this feature will allow customers to change their technology solution without financial penalty. This means customers can replace the original solution and subscription with a new one at any time without being responsible for monthly payments that may still exist on the original term and without the usual financial challenges of a new solution. This is a powerful advantage over every other way to pay for technology solutions. See [Solution Replacement Guarantee \(SRG\)](#) to learn more.

## What is the Act of God protection?

TAMCO's Act of God coverage is an insurance deductible reimbursement protection feature for damage to their as-a-service solution caused by incidents like lightning strikes, floods, and other natural disasters. If a customer experiences damage to their solution as a result of such perils, the Act of God coverage will reimburse their insurance deductible expense up to a maximum of \$5,000 per contract term. To be clear, this is not the insurance that covers the equipment, it is an insurance deductible reimbursement feature. Watch the Act of God Coverage [resource video here](#) to learn more.

## Is TAMCO's Technology-as-a-Service subscription program available in all 50 states?

Yes, TAMCO's Technology-As-A-Service subscription program is available in all 50 states. It is not available in U.S. territories (ie. Puerto Rico, Guam, U.S. Virgin Islands, etc . . .) or other countries.

## Isn't Technology-as-a-Service just a lease?

No. TAMCO's Technology-As-A-Service subscription payment program is not a lease for two primary reasons – outcome and performance. First, the outcome of almost all leases is one of ownership. TAMCO's Technology-As-A-Service is specifically designed to be a use-based program and does not result in ownership. Second, under a lease, you will be obligated to pay every single payment regardless of how your solution needs might change or how technology options might advance. You are literally locked into the technology and the complete payment stream. The performance of a lease is therefore very rigid. By contrast, TAMCO's Technology-As-A-Service subscription provides you with the greatest level of flexibility to change your solution at any time and have any remaining payments from the original subscription term forgiven. Learn more about this industry-exclusive benefit called the [Solution Replacement Guarantee](#).



# Do You Still Have Unanswered Questions?

Didn't find the question or answer you were looking for? Let's talk! We are an open book and welcome the opportunity to discuss your questions to help you better understand TAMCO's Technology-as-a-Service subscription program.

— [CLICK HERE TO](#) —  
**Send Us A Message**



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