



CLIENT SUPPORT

Clients naturally require that their systems and gaming machines are kept up to date. Taking this into consideration, we make sure that our Maintenance Agreements outline all the details about the Client Support Services we provide. FBM®'s Client Support Services ensure ongoing system maintenance by a skilled technical team, working with maximum devotion and agility to provide high-quality services to your Company.

We offer our clients specialized technical support, which includes periodic installation services and preventive and corrective maintenance of FBM®'s exclusive gaming machines and machines. Our team is composed of experienced staff that deeply knows the whole background and operation of our machines.

In addition to that, our technicians are trained in our technical training centers and receive updated training every 6 months, in order to deal with the new technologies. This makes the installation, troubleshooting, and replacement of parts much faster and more effective.

It is important to note that these services can be performed on-site or remote support through our call center. If there is a need for onsite support, we come into immediate contact with the technician who is closer to your facility. On the onsite support, our staff is always properly equipped to provide a quality service. Therefore, any eventual issue is quickly solved.

We have technical teams strategically located within the zones in which FBM® operates. This characteristic provides timely response and customer problems' fast resolution. FBM® machines undergo constant preventive maintenance, increasing the useful equipment's lifetime and reducing the so-called downtime.

In addition to that, it is good to emphasize that besides our directors and operations managers, our team presents technical supervisors responsible for specific zones and technicians assigned to a predetermined area, which ensures quick and effective support. Moreover, it is noteworthy that the quality of our services is supported by the guidelines of agility, accuracy, and proactivity, slogans followed strictly by our staff.