



# Bluebird Nationwide BreakFix Services: Program Overview

## Overview

Bluebird provides scalable, professional break/fix services for physical security, point-of-sale (POS), and network infrastructure across the United States. Our program supports organization of all sizes with guaranteed SLAs, centralized dispatch, and expert field service performed by our certified W-2 team members.

## What's Included



### Physical Security

Security cameras (IP and analog), video recorders (NVR/DVR), access control systems (card readers, keypads, biometric scanners), alarm panels and sensors (motion, glass-break, door/window), intercoms, intrusion detection devices, panic buttons, emergency notification systems, electronic locks, visitor management kiosks, security gates/barriers, and monitoring or management software.



### Point-of-Sale (POS)

POS terminals, cash drawers, receipt printers, barcode scanners, card readers, customer displays, self-service kiosks, mobile POS devices (tablets/smartphones), PIN pads, integrated weighing scales, label printers, networking hardware, surge protectors, mounting hardware, and POS software systems for seamless retail operations and management.



### Network Infrastructure:

Routers, switches, wireless access points (WAPs), firewalls, network gateways, servers, patch panels, network cabling (Ethernet and fiber optic), racks and enclosures, UPS and power distribution units (PDUs), modems, network adapters, signal boosters, environmental monitoring devices, and infrastructure management software (e.g., Cisco Meraki, Ubiquiti, Juniper, Aruba).

## Bluebird BreakFix Pricing

- **Service Management Fee:** \$2,500/month per organization
  - Includes comprehensive coordination of your BreakFix services
  - Proactive management of issues and escalation
  - Detailed reporting
  - Dedicated Success Manager providing personalized, responsive support and communication
- **Technician Labor:** Base rate of \$200/hour per technician + select additions based on locations
  - Applies to both onsite and virtual support
  - Time tracked accurately with documented reporting
- **Summary of Benefits:**
  - Predictable monthly service management costs
  - Transparent, hourly technician billing
  - Dedicated point of contact (Success Manager) for seamless communication and rapid response

## Services Include

- Centralized dispatch and routing
- Enterprise-grade ticketing and communication system
- SLA enforcement and technician prioritization
- Incident reporting + monthly data export
- Dedicated support manager
- SLA-based escalation procedures
- Parts sourcing and warehousing
- Multi-site PM dashboards
- On-site inventory checks
- API integrations with your ticketing system

## Service Tiers & Response Times

SLA Tier	Response Time	Uplift %	Notes
Standard	48–72 hours	0%	Cost-effective dispatch
Priority	24 hours	+50%	Reserved tech availability. Available in all Metro zones
Emergency	4–6 hours	+100%	Same-day response window. Available in select Metro zones

## Geographic Coverage Tiers

Zone Type	Trip Fee	Coverage Notes
Metro	\$0	Top 25 metro areas
Regional	\$200 + Travel	Non-metro and low-volume areas



Nationwide Coverage



## Getting Started

Each engagement includes an onboarding session, site profile import, and escalation process planning.

To request a custom proposal or set up a demo, email:  
[team@trustbluebird.com](mailto:team@trustbluebird.com)

## Bluebird Service Program FAQ

### **What is included in the monthly \$2,500 Service Management Fee?**

The Service Management Fee includes a dedicated Success Manager, centralized ticket coordination, SLA tracking, and detailed reporting. It also covers priority scheduling and administrative oversight across all supported locations.

### **What happens if Bluebird exceeds our contracted SLA response times?**

If we exceed a committed SLA, your Success Manager will initiate an internal review and provide a formal remediation plan. We take SLA performance seriously and will apply service credits or escalation protocols when appropriate.

### **How are technician travel costs calculated for regional coverage?**

Travel costs are based on the site's proximity to a Bluebird regional hub. For locations within our standard coverage zones, travel is included. For remote or out-of-zone sites, travel-related expenses—such as airfare, mileage, and lodging—are submitted for client reimbursement in accordance with Bluebird's standard travel policy for BreakFix clients.

### **What does the onboarding process involve, and how long does it typically take?**

Onboarding begins with a kickoff meeting to align on scope, contacts, and escalation paths. We then complete asset mapping, confirm SLA targets, and baseline existing systems. Most clients are fully onboarded within one week, depending on site count and complexity.

### **Are your technicians employees or subcontractors, and how are they certified?**

Our technicians are W-2 Bluebird employees. All field staff are trained and certified through our Bluebird Certified Installer (BCI) program, which includes manufacturer-specific credentials for platforms such as Verkada, Axis, Hanwha and other network infrastructure brands. Subcontractors may be used for specialty requests that fall outside of our service focus areas like locksmith work and high voltage electrical.

### **How does Bluebird manage parts sourcing and inventory?**

We maintain centralized inventory for high-demand parts and stock regional depots in key markets. Your Success Manager monitors trends to ensure proactive stocking and availability. We also provide Just-In-Time (JIT) sourcing through approved vendors for specialized components.

### **Is after-hours or weekend support available, and are there additional costs involved?**

Yes, after-hours and weekend support is available. Standard service hours are Monday through Friday, 8:00 AM to 5:00 PM local time, excluding Federal holidays. Requests for service outside those hours incur a 50% uplift on standard hourly rates.