

Introducing TotalCare From Dickson

24/7 Global Assist Delivers Environmental Monitoring Support Anytime, Anywhere

- As critical issues often don't wait for business hours, **receive rapid support** to address even the most critical temperature and humidity monitoring issues
- Minimize potential downtime and **maximize operational performance** with immediate troubleshooting from highly knowledgeable, trusted engineering experts
- From urgent excursions to unexpected disruptions, **keep business running smoothly** no matter when challenges arise

The Dickson Company, a leader in environmental monitoring solutions, is pleased to announce the launch of **TotalCare** and **TotalCare Plus**, a new 24/7 global support program designed to ensure the continuous protection of temperature-sensitive assets. This comprehensive offering provides **around-the-clock hotline assistance**, giving businesses worldwide peace of mind that help is available whenever needed.



“At Dickson we recognize that system uptime and uninterrupted operations are essential in safeguarding assets and ensuring regulatory compliance. With TotalCare and TotalCare Plus, we're delivering on our commitment to provide reliable, expert support—no matter the time of day or location—so our valued customers can focus on their most critical priorities.”

Rick Weiler
President and CEO
The Dickson Company

TotalCare: Global Coverage , 24/7 Hotline Support

- TotalCare offers a **dedicated hotline staffed by highly trained technical professionals** who can address urgent needs, troubleshoot system alerts, and minimize downtime. By ensuring experts are on call 24/7, Dickson provides a direct lifeline to its customers and adds an extra layer of protection for environmental monitoring systems.

TotalCare Plus: Premium Support, Complete Care

With TotalCare and TotalCare Plus, Dickson reinforces its position as a global partner for organizations that rely on critical environmental data to maintain compliance and safety.

- **Unlimited Remote Setup:** Streamlined, hassle-free assistance for new logger installations.
- **On-Demand Remote Training:** Flexible training sessions to keep teams up-to-date on best practices and system operations.

- **Semi-Annual Health Checks:** Regular evaluations of logger functionality, alarm settings, user configurations, and more.
- **Software Updates & Validation Documentation:** Support for installations, troubleshooting, and documentation of software updates.
- **Extended Warranty:** A 2-year warranty on data loggers and gateways for added peace of mind.

To learn more about Total Care click [here](#).

About DICKSON

As one of the first to market with environmental monitoring cloud computing solutions and serving more than 50,000 customers around the globe, Dickson is a trusted provider of innovative, reliable products and services environmental monitoring solutions for life sciences, hospitals and other highly regulated industries with critical temperature and humidity requirements. Through leading-edge software, state-of-the-art data loggers, and expert support services, Dickson helps organizations maintain regulatory compliance, protect sensitive products, and ensure smooth operations. Headquartered in Addison, Illinois, Dickson proudly serves customers around the globe.

To learn more about our products and services please visit: www.dicksondata.com



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