



Support & Field Services

An IT department that doesn't have the expertise to support your systems shouldn't prevent you from getting the ROI you expect from your AV and video collaboration solutions.

Our Customer Care program provides break/fix support, warranty services, preventative maintenance and 24/7 Global Help Desk assistance to keep your company fulfilling its collaboration strategy. Our experts:

- Simplify operations
- Safeguard your investment with 24/7/365 Global Helpdesk troubleshooting support
- Support mixed environments with different products, vendors and warranty expiration dates

Benefits to You

Single Point of Contact: One AVI-SPL contact for incidents and service requests, even when you have service tickets with more than one manufacturer

Responsive: We're a Certified Service Provider (CSP) with all major manufacturers, so we can provide the same high level of service, even as your vendors and technology change

Proactive: Our standardized approach for AV and video collaboration addresses issues before you are affected

Flexible Engagement Options: We'll work with you remotely or onsite

Global Delivery Platform: With four help desk locations, and offices around the world, an AVI-SPL-trained professional is always on-call to support your offices

We proactively perform preventative maintenance visits and dispatch onsite support when needed.

Support for Every Need

Our Customer Care options include remote and onsite service resources that provide the help you rely on for AV and video systems to work as expected. Our four primary service options are:

1. Time & Materials Only
2. Preferred
3. Preferred Onsite
4. Exclusive Onsite

Contact Us

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Customer Care

Customer Care Support Features	T&M Only	Preferred	Preferred Onsite	Exclusive Onsite
24x7 Global Help Desk Support	✓	✓	✓	✓
Web Portal Access	✓	✓	✓	✓
Service Level Guarantee (see SLA by type)	None	✓	✓	✓
Onsite Tech Dispatch	Billable at non-contract rates	Billable at reduced contract rate	✓ Unlimited	✓ Unlimited
Assigned Service Management	Not available	Not Available	Not Available	✓
Available Terms	None	1 or 3 year	1 or 3 year	1 or 3 year
In MFTG Warranty Support	✓	✓	✓	✓
Out of MFTG Warranty Support	Billable	Billable	Billable	Billable
Consumables Replacement	Billable	Billable	Billable	Billable

Optional Services

Preventative Maintenance Visits: offer the comfort of knowing installed technology is professionally maintained to ensure equipment runs as smoothly and effectively as when it was first installed. Our onsite field technicians will perform regular testing, cleaning, and configuration validation based on a best-practices regimen to keep systems in optimal operating condition. Visits can be scheduled on a Quarterly, Bi-Annual, or Annual basis with scheduling flexibility on a room-by-room basis.

Third Party Call Consolidation Services: provides consolidated remote technical phone support services, third-party incident management, and ticketing services for covered assets.

The Support Process

To ensure your need for assistance is resolved as quickly as possible, we follow a process that tracks calls and guides them through steps that lead to a successful resolution. Below is our three-tier process:

Tier 1 Help Desk		
<ul style="list-style-type: none"> Log Call & Identify Coverage Level Check equipment for status/errors Perform diagnostics Adjust settings as required Escalate to Tier 2 if required 	Tier 2 Help Desk	
	<ul style="list-style-type: none"> Perform root cause diagnostic Attempt Remote Repair Order replacement components (if applicable) Schedule parts delivery Dispatch Technician Escalate to Level 3 if required 	Tier 3 Help Desk
		<ul style="list-style-type: none"> Escalate to Manufacturer Work with Manufacturer Implement Fix Close Case

About Us

AVI-SPL is the leading provider of AV and video collaboration solutions for organizations of all types. We design, build, integrate, and support solutions like video collaboration, digital media, integrated AV, intelligent building control, and advanced visualization. We also provide a wide range of support services, including cloud-based video conferencing, onsite staffing, call launching for video conferences, and remote monitoring of AV and video systems to ensure optimal performance.

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