



UNIFYME®

AVI  SPL®

Managed
Services

Today's collaboration tools cut costs and empower companies with better communication. Companies that invest in these systems need those solutions to be managed properly, monitored for functionality, simple to use and always available for conferences. This requires expertise.



80+ full-time AVI-SPL employees man four 24/7 contact centers, including both Help Desk and MSOC, stationed in the U.S. and Europe. Collectively, they resolve more than 1000 cases a month

As technology advances rapidly, and support of different technology providers increases, interoperability and reliable video and unified communications solutions are a must. With a workplace that is consistently demanding greater and more robust tools, applications and products, Managed Services are essential to a company's expansion.

Companies should not have to worry about managing video communications, unified communication solutions, and audio/visual solutions, while also fulfilling the needs of their users regarding network access, email, databases, and other work tools.

Video conferencing and outfitted meeting rooms increase productivity, decrease travel costs, and allow face-to-face communication with partners, vendors and colleagues, anywhere at any time. Our Managed Services empower organizations with the best video and AV technology in the market, and provide the knowledge, resources, and assistance that make communications seamless and productive.



UNIFYME®

Our Unify ME® is a blend of services that meet and support communication needs. Backed by the industry's most experienced and dedicated professionals, we design, build, install and support the communication systems your company needs to succeed.

Managed Services provide your company with solutions which are simple to use, productive and functional. It is not enough to implement audio conferencing, video conferencing, projectors and displays—you need a partner that can ensure that it works right, every time.

Find The Solution That Is Right For You

To ensure you receive the right implementation and services, we offer Remote, Hosted and Hybrid models of our Managed Services. We can host and manage video conferencing remotely, manage your infrastructure on-premise, or provide a blend of these services.

Why Hire In-House Resources? We Have What You Need.

We give organizations the staff needed to support video and AV communication implementations. Our remote certified engineering resources are trained in industry leading technologies, (such as Cisco, Polycom, AMX, Crestron and more). Our multimedia network services capabilities enable companies to rely on us rather than hire in-house employees.

With live Help Desk support, remote services support, and onsite support, our team can augment companies' current staffing without the need to hire, train, and manage internal resources.

Our team of experts can address a system that isn't working properly, schedule meetings and rooms, set up and monitor video calls, work with vendors for trouble-ticket issues, and provide overall assurance that your solution is healthy.

Proactively Support Your Collaboration Solutions

Our added services keep your technology healthy and ensure your communication systems are working properly. Also our cloud-based services give you the tools and infrastructure you need, without the cost of bringing technology and resources on-site. With our automated monitoring and management, your systems can be checked around the clock by MSOC (Managed Services Operations Center) staff. We also schedule site sweeps that check each system, and can solve issues that arise before they affect you.



Monitor And Manage Your Technology 24x7x365

Our Managed Services is like expanding your IT department. Our support resources give your company constant monitoring of your infrastructure, appliances and endpoints. We also provide multi-vendor and trouble-ticket management, giving you a single point-of-contact for reporting issues and receiving updates.

300+

300+ full-time Unify ME™ resources provide field service and on-site technical support for our clients

Managed Services Control Your Costs

With our Managed Services, IT departments can focus on core business needs. You don't need to find a video expert, an audio expert, an AV expert and a unified communication expert. With our Managed Services, IT departments can focus on core business needs. You don't need to find a video expert, an audio expert, an AV expert and a unified communication expert. You'll benefit from our certified specialists, resources and up-to-date infrastructure, and you'll see decreased operational and capital expenses, lower total cost of ownership, quicker return on investment and increase in utilization. When your solutions work easily and save money, everyone wins.

We offer the most robust, extensive portfolio of managed services on the market. With four 24x7x365 state-of-the-art MSOCs and Help Desks, as well as exclusive account representation, solutions are proactively and reactively supported. We provide carrier-grade infrastructure, automation services and redundancy support for your systems.



Extend Your Network's Reach With AVI-SPL

We allow you to connect inside or outside your network. With the right collaboration, we can connect you securely to partner, vendor and customer networks, and provide mobile and web-based solutions. With us, it works every time you need it. We have partnerships with industry-leading network providers like Tata and Masergy, so you can ensure that network and solutions are treated with equal importance.

With us, there are many network options. All we require is a connection to a dedicated video network, providing a circuit to or from us, and connectivity happens in real-time over secure networks.

Proactive And Reactive Support Work The Way You Work

Monitoring and management provides comprehensive support of all infrastructure, devices, and calls. This support includes monitoring, live meeting launch and room sweeps, and round-the-clock live support.

Proactive monitoring can prevent troubles from impacting you. We monitor functionality before, during, and after meetings. When you need to connect to a meeting, this proactive monitoring ensures everything works as expected.

Unfortunately, technology breaks. Enabling round-the-clock live support gives you insurance for those times when issues arise. With email access, phone access and online portal access, our Help Desk works with you. Our advanced management services and vendor support detects, isolates and corrects malfunctions. Whether corrected by our experts or the vendor, we make sure all issues are dealt with in a timely manner.

“Hosted video managed services offerings, like AVI-SPL’s Unify ME™, play a key role in helping enterprise organizations maximize the benefits they receive from their collaboration investments.”

Ira M. Weinstein
Senior Analyst & Partner, Wainhouse Research

Make Sure Meetings Occur Seamlessly

Having video collaboration solutions installed is only half the job. In order to provide real-time communication, conference scheduling and production needs to take place. And if you do not have this expertise in-house, we provide it to companies around the world.

Our conference scheduling capabilities handle all aspects of a meeting. When our MSOC personnel get the schedule, it verifies system availability and sends out the meeting requests, via the Symphony® Management Platform. Symphony can also be integrated to third party scheduling tools like Microsoft® Exchange.

To guarantee a successful video meeting, calls are then set up and tested, launched and monitored remotely. Meet-and-greet services and tear-down services are also available. Behind the scenes, your calls and devices are constantly monitored for connectivity, packet loss and alerts.

We can help you manage a large number of assets, with numerous manufacturers and service contracts, managed by people locally or globally.

There When You Need Us

Our centralized Help Desk connects four centers that operate 24/7 to deliver maintenance and managed services support and redundancy to you. Between our centers, we have more than 80 employees supporting our maintenance and managed services. We provide leading AV and Video technology, allowing our resources to proactively and reactively monitor, manage, diagnose and solve challenges that arise.

Our experts are responsible for more than 3500 active service contracts inclusive of over 7000 locations throughout the globe, resulting in 1200 calls per week.. Our ability to combine foundational operational processes with the flexibility to resolve help desk issues that are customer or end-user specific or related to process ensures a scalable experience that provides prompt incident remediation.



We manage 3500 service contracts through our Global Help Desk

Easy Peripheral Managing/Monitoring

With a centralized portal, email alias and easy-to-access Help Desk, you can communicate an issue when it occurs and know there is a qualified technical resource available any time. We also provide regularly scheduled maintenance, including software updates.

Because you deal with multiple vendors and warranty services, we provide a portal to track problems. We collect information on location, room, asset, manufacturer, model, serial number, product description, warranty information and entitlement. And with managed services, you can rely on us to be your contact with each vendor. We handle support and service needs for all vendors and assets, keeping you focused on core requirements. Updates can come from us, and users can access our portal to look at progress of those tickets when they need to.



Picking The Right Provider

Managing and monitoring assets with numerous manufacturers and contracts can be a daunting task to any IT organization. They must keep track of all of these items, their Help Desk ticket management and maintenance and upgrades.

With an AV managed service contract, you do not need to do this alone. We have experts in AV technologies and processes, like Crestron® Fusion and RoomView Express, AMX® Resource Management Suite (RMS), Extron® Global Viewer, ITIL Foundations certification and ITIL Expert certification.

We have implemented the ITIL Service Management philosophy into our day-to-day business. From our service strategy, design, transition and operations to our continual service improvement, we have built the services and framework you need with flexibility to tailor them as you grow.

Our Unify ME services offer you many tools and solutions that can help your organization work seamlessly with your technology.

Automating Monitoring And Management Needs

With our proprietary and cloud-based Symphony® Management Platform, our managed services subscriber base receives proactive monitoring and concierge-level video conferencing services. We leverage third-party products such as Cisco TMS and DMS, Polycom CMA / DMA, Lifesize Control, Crestron Fusion, AMX RMS, and Extron GlobalViewer to integrate our maintenance and managed services resources with on-premises solutions for proactive monitoring of video conferencing and integrated room environments.



We support client video network operations in 65 countries

The Symphony platform is the world's leading enterprise management system. It redefines MSOC services from the ground up, creating a framework of interacting web-services within a service-oriented architecture. This allows MSOC resources many ways to view information, launch impromptu meetings or schedule large conferences. The Symphony platform consists of customer-facing tools, MSOC-facing tools, and back-office systems. Built on a web-oriented architecture, the framework easily interacts with current and emerging interface technologies for ubiquitous and mobile real-time access of any meeting resource.

Our ability to combine foundational operational processes with the flexibility to enable customer-specific Help Desk issues ensures a scalable customer experience with prompt incident remediation.





Extend AVI-SPL's Expertise On-site

Extend our expertise, resources and consistency with Strategic On-site Solutions. This service provides you the flexible onsite expertise you require, supported by our management. With recruitment, training and development, we give qualified onsite support needed for conference management, creative content development/distribution, solution technical support, and more. Our resources are complemented by subcontractors under our Help Desk management to deliver onsite SLA response as aggressive as within 4-hours from the request.

Embed Business Practices Into Managed Services

The customer Business Process Automation Module is tailored to your needs and requirements, governing the what, when, and how of your managed services. It incorporates MSOC live support service, MSOC services, Symphony, and On-site Support Services. It focuses on conference management, conference and endpoint scheduling, incident management, escalation management, reporting and networking. Our MSOC and client staff know exactly what to do and when, based on agreed upon processes.





As the industry's leading provider of video communications solutions and services, we empower fast, reliable video connections for anywhere, anytime collaboration. Over the past 5 years, we have completed over 35000 projects in 30 countries. Our expertise is the foundation of our strong portfolio of communication solutions, which delivers high-quality connectivity for enterprise, government, education, healthcare, large venues/stadiums, manufacturing, and more.

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