

# 10 Questions to Ask Before Selecting an AV Managed Service

*When considering an AV managed service, confirm the level of service, support, testing and analytical information they provide in order to guarantee maximum uptime and leverage your systems as productive business tools*

## 1. Is 24-Hour Tier 3 Support Provided?

Tier 3 service engineers with expertise on complex AV technology should be available 24 hours a day to fix issues. Your in-house IT team cannot be available at all hours to solve every problem that comes up and often do not have the level of expertise needed to fix complex issues. A dedicated remote support team can provide round-the-clock assistance, no matter when a problem occurs. With expert technicians available at the touch of a button, you will have peace of mind that issues will be resolved quickly and immediately.

## 2. Is Remote System Testing Performed?

A good managed service performs remote testing and recommissioning of each component of the audio visual system. By remotely and automatically testing critical functions of an AV system and not just providing support when there is a problem, the provider can proactively catch system issues before they become problems.

### 3. Are Closed-Loop Tests Performed?

Closed-loop tests turn on and exercise each individual piece of equipment in your critical meeting rooms. Each component is physically powered on and tested remotely. For example, projector display test images are analyzed for image quality, test signals are sent through speakers to verify microphone quality, and video and audio conferencing devices are put through their paces – all to assure 100% room readiness.

### 4. Is Real Time Diagnosis and Repair of Issues Provided?

Comprehensive AV managed services not only include remote technicians who are available to connect to rooms and fix problems, but also offer ongoing testing and monitoring of each component of your AV solution, diagnosing and repairing issues in real time to keep systems up and running.



### 5. Do They Offer Remote Meeting Management?

A qualified managed service provides remote meeting management, supplying on-demand live technical support that can launch and monitor video and audio conference calls, fix technical issues and conduct pre-call tests to verify video and audio connectivity and quality. By having all elements of a call handled by AV professionals, your IT team will not have to deal with the burden of managing the details of everyday conference calls and meetings.

## 6. Is On-Site Technical Support Offered?

If there is an issue that requires on-site support, it is essential that qualified technicians are available to provide visits for high-priority service issues. Without on-site assistance, you may face situations where an important meeting or presentation can't begin on time, causing embarrassment, confusion and frustration.

## 7. Is There Service Ticket Tracking?

With detailed information on service calls including frequency and most common issues, you can better manage internal resources and make smarter infrastructure purchasing decisions. Up-to-date details about systems that often fail or have problems will help you determine what needs to be replaced or upgraded before an emergency occurs.



## 8. Can They Provide Multi-Office Support?

Your IT team cannot be at every office and in every meeting room just in case problems occur during important meetings, seminars or presentations. A managed service can provide remote support of many locations at the same time - ensuring meeting rooms in every office are functioning properly.

*“Cenero can manage and support our technology infrastructure to ensure rooms are always fully functional and meetings run flawlessly. They make my job a lot easier”*

## 9. Are Detailed Analytics on Room Usage and System Performance Provided?

Detailed analytics on system performance and room usage can help you maximize your return on your technology investment. By learning information about room and system usage and equipment performance, you will be able to make better business decisions moving forward. Data can be used to determine infrastructure and upgrade purchasing decisions, enhancing your future capital planning.

## 10. Is A Customized Check List Available?

A qualified managed service will perform nightly checks on all systems and equipment to make sure everything is working correctly. But what about physical elements and other specific details that might be unique to certain rooms? A customized check list that is connected to room usage and system performance analytics can help provide a more comprehensive way to manage all your complex meeting rooms. With a customized check list for each room, you can confirm everything from the microphone set up to the trash clean up is taken care of so every room will be ready to go at a moment's notice.

