

Why is Service on Your AV Systems Important?

- **AV Is Much More Complex**

Unlike systems 10 years ago, AV and video conferencing technology is now part of a networked infrastructure. Control systems, processors, video codecs, switchers and other elements are all interdependent and require regular firmware/software updates to maintain their integrity. Regular service can help manage this process to keep systems functioning properly.



- **AV Is An Integral Part Of Everyday Business**

AV technologies in virtual and physical meeting spaces are essential in communicating ideas and concepts. Delays and downtime are no longer acceptable in a fast paced business environment. Regular service can help dramatically improve uptime of these systems. Proactive monitoring and testing can take things a step further by guaranteeing system uptime and providing immediate remote assistance as needed.

- **Break/Fix Service Is No Longer Tolerated**

With computer problems, it often takes time and effort to fix issues, during which you can focus on other initiatives. This is not the case with AV issues that require immediate resolution. Wasted downtime during meetings translates to lost time and money for all participants as well as user frustration. Service testing that proactively monitors, tests and fixes problems in advance before they become issues is necessary for high-level conference rooms.

- **Testing And Monitoring Keeps Systems Up And Running**

A managed service solution will turn on and exercise each piece of equipment on a nightly basis, ensuring everything is working properly. It is essential that companies turn on and test audio and video systems frequently for optimal performance.



- **Inventory And Service Information Increases Efficiencies**

Managed services tracks inventories and service histories as well as room usage and system performance. You can leverage this detailed information to understand why things are breaking, what upgrades are necessary and what service issues are common– all helping you make better business decisions moving forward.

- **Dedicated Service Engineers Provide Immediate Assistance**

With important meetings happening in different locations at different times, having dedicated Tier 3 service engineers available to assist with problems via phone or video 24 hours a day will help reduce strain on internal staff and keep meetings running smoothly.

