

UNIFY ME™

MANAGED ENTERPRISES
 MONITORED EQUIPMENT
 MULTI-VENDOR ENVIRONMENTS
 MULTIMEDIA EXPERIENCE



CUSTOMER CARE PROGRAM

Safeguarding Your Collaborative Environment

Your company deserves the maximum return from its video communications investment. With AVI-SPL as your partner, you get the attention and support you need, when you need it.

Through our Unify ME™ Customer Care Program, you receive all of the hardware and software support your Pro AV and video communication system requires, suited to your company's unique needs and circumstances. We ensure the maximum return on your investment while minimizing your total cost of ownership.

Our Customer Care Program offers a wide range of support to suit your particular needs, with three tiers of contract options: One-Year Warranty, Preferred and Preferred Onsite.

| Feature | 1 Year Warranty | Preferred | Preferred Onsite |
|--|-----------------|-----------|------------------|
| Service Level Guarantee | | ■ | ■ |
| Unlimited Technical Phone Support (8 to 8 ET, M-F) | | ■ | ■ |
| Priority Help Desk Queue | | ■ | ■ |
| Advanced Parts Replacement/Repair on Select Equipment* | | ■ | ■ |
| Warranty Parts Repair/Replacement* | ■ | ■ | ■ |
| Software Updates and Upgrades | | ■ | ■ |
| Escalation Support | | ■ | ■ |
| Onsite Service/Response | ■ | | ■ |
| Online Service Portal | | ■ | ■ |
| Annual Business Review | | ■ | ■ |

866.925.0311

International
 1.813.387.3055

www.avispl.com



* Advanced parts replacement and warranty repair subject to manufacturer policies and programs

CUSTOMER CARE PROGRAM SERVICES

- **Unlimited technical phone support** provides the technical assistance you need during extended business hours.
- **Priority help desk queue** fast-tracks your calls to provide a quick and effective response.
- **Advanced parts replacement** advance ships replacement parts the next business day from manufacturer once defective product has been identified.
- **Parts repair** fixes or replaces defective equipment. Repairs can be done onsite or at AVI-SPL.
- **Software updates and upgrades** help ensure all your equipment is kept up to date with the latest features.
- **Escalation support** provides management of escalating issues with manufacturers to resolve open items.
- **Onsite service/support** provides onsite field personnel when an issue cannot be addressed remotely.
- **Annual business review** assesses your open cases and needs from the previous year and discusses any future plans of expansion or changes.
- **Online service portal** keeps you up to date with easy access to information on open trouble tickets and their status.

| Exclusive Coverage Option | Adds |
|--|------|
| Unlimited Technical Phone Support (7X24X365) | ■ |
| Dedicated CSR and CSE Team | ■ |
| Version Control | ■ |
| Add/Move/Change Management | ■ |
| Account Reporting and Trend Analysis | ■ |
| Quarterly Account Reviews | ■ |
| 2 hrs Remote Admin Training | ■ |

| Preventative Maintenance | Adds |
|-----------------------------------|------|
| Scheduled Maintenance Visits | ■ |
| Test System Functionality | ■ |
| Clean/Replace Filters and Screens | ■ |
| Replace Bulbs (if applicable) | ■ |
| Adjust Alignments | ■ |
| Check Logs (if applicable) | ■ |

| First Call Consolidation | Adds |
|-----------------------------------|------|
| Single Number for All Support | ■ |
| Mfg Support Logistics | ■ |
| International Location Support | ■ |
| Legacy Support Contract Logistics | ■ |

PROGRAM UPGRADES

Exclusive – This optional package can be added to the Preferred or Onsite programs. For companies that require additional support, including live help assistance on weekends and holidays, this selection provides exceptional value.

- **Version control** manages and maintains your software to assure consistent functionality and performance. This is a scheduled and coordinated service to ensure equipment access will not disrupt use by end users.
- **Add/move/change management** accommodates the addition, relocation or other changes made to your devices and infrastructure.
- **Account reporting and trend analysis** provides reporting of trouble tickets, call statistics, RMA history and more.
- **Quarterly account reviews** with your CSR/CSE team lets you discuss with us any open issues or needs.

Preventive Maintenance – Through scheduled visits, we check on the operational health of your equipment and remedy any situations that require attention.

First Call Consolidation – Time is a precious commodity in any business environment. Wasted time means inefficiency, and that leads to lost revenue. Instead of trying to connect with various technical support groups, you simply call the AVI-SPL help desk and we coordinate with the manufacturer on your behalf.

Advantages:

- Provides a single help desk resource for a customer with multiple support contracts
- Handles the logistics of domestic and international service calls

**Remote Alarm Response available with AVI-SPL VNOCC® Managed Services offering.*

THE UNIFY ME ADVANTAGE

When you partner with AVI-SPL, you benefit from our ability to design and install the solutions you need, and to support your investment through our comprehensive Customer Care Program. Our goal is to make sure you get the maximum ROI from your investment and that your video communication system meets your needs at all times.

You're assured of outstanding service and support because of our unmatched level of expertise, partnership with over 700 of the industry's leading manufacturers, and more certified technicians than any other audio-visual company.

Let us Unify your world.

