

# CISCO PARTNER-TO-PARTNER PROGRAM

UNIFIED COMMUNICATION SOLUTIONS



## CISCO PARTNER-TO-PARTNER PROGRAM

As the world's economy becomes more challenging, advanced global communication systems are now critically necessary for today's competitive enterprises. With the implementation of our Cisco Partner-to-Partner program, AVI-SPL's clients can depend on an expertly-led delivery of collaborative resources, capabilities and services - no matter their location. Through the impact of our Partner-to-Partner network, AVI-SPL's expertise is translated into an essential value, providing the ability to increase sales, improve customer service capabilities and expand business offerings.



This exclusive program equips our Cisco partners with an efficient, cost-competitive model for cutting-edge communications and the maximum ROI. This includes a cross-functional portfolio of services that are truly adaptable over a diverse range of projects. We deliver the ability to centralize and manage vendors, significantly decreasing the costs and complexities of an organization's technology needs.

With a network of nearly 40 global offices -- including international locations in Mexico and Dubai -- we can quickly deploy personnel and systems to meet our partner's needs, anywhere and at anytime. In addition, each AVI-SPL office is fully staffed with industry-certified engineers, project managers, CAD technicians, programmers and installation technicians. As an added benefit, our exclusive video overlay team is comprised of industry-leading subject matter experts and Cisco-certified engineers. We also provide comprehensive service plans and the reliability of 24/7/365 support, both on-site and off-site. These services can easily be combined with our partner's own offerings, helping to increase their level of client support and accessibility.

AVI-SPL values the depth of knowledge delivered by our partners throughout the integration process. The Partner-to-Partner program allows us to work towards the growth and expansion that our clients demand -- while maintaining a true partnership. Together we create a community that allows for both companies to utilize our experiences and assist each other in a confident, professional approach.

## Communicate. Collaborate. Unify.

In addition to our partnership with Cisco, we are an authorized representative of more than 700 different product lines, affording us the unique advantage of designing and integrating a customized system to meet you and your customers needs. With more in-house resources than any other company in the industry, we can effectively assist an organization during opportunities that typically would involve another vendor or competitor.

## SERVICES AND SUPPORT OVERVIEW

- » Managed conferencing services for videoconferencing and TelePresence
- » Complete design and installation of all AV systems
- » Design and Installation of Video Equipment
- » Project management
- » On-site personnel and supplemental staffing
- » Complete post-sale and installation support services
- » Video Experience and “Best Practice” Design experience
- » 24/7/365 HelpDesk support
- » Meeting and event support
- » Sales, rental and repair of all AV equipment

## 360° Communication Process

AVI-SPL is committed to the complete success of our partners. Through our 360° Communication Process, our partners have teams that can assist them be successful at any client anywhere in the US. We designate individuals to guide you through the implementation and services process as well as assist in making presentations, proposals etc. Our promise to you is simple: **All the support and solutions you need, from one reputable, reliable source.**

Based on our comprehensive support process, the manager will lead a team that includes a Project Engineer and Project Manager -- this will ensure that our technical staff understands your clients AV and networking environment.

Through the services of the ViewPoint Extranet, we can further allow for your client and your organization to look as if you have more resources and abilities than your organization does. ViewPoint portals can be customized for further Cisco network products, AV components etc – and agreed upon pricing etc. Should your client have a large implementation to perform – we can even create a ViewPoint portal for Project Management. Under VP PM, a web page is kept up-to-date, including drawings, proposals and project status.

## Commitment to Quality Through Partnerships

In our everyday practices at AVI-SPL, we are dedicated to the highest level of knowledge and education for collaboration and audio video technologies. Our Tech Academy™ is the only one of its kind in the industry. Accredited by InfoComm International, AVI-SPL's Tech Academy™ provides extensive training to all technicians and employees earning their Certified Technology Specialist (CTS) credentials. This same academy allows for Cisco knowledge as well.

We have received accolades for our business practices, growth and technical programs, as well as for our involvement in industry associations, certifications and “green” practices. Our affiliations and capabilities include the following:

- » American Institute of Architects (AIA)
- » US Green Business Council (USGBC)
- » Imaging Science Foundation Commercial Certified (ISF)
- » Cisco Telepresence Certifications/Demo facilities
- » Tech Academy™, accredited by InfoComm International
- » Certified Audio Visual Solutions Provider (CAVSP)

AVI-SPL continues to work for and with numerous industry-leading partners. It is through this advanced network that we will offer our video expertise and experience to these partners – as well as utilize their experience.

Please connect with us and form a great working relationship – [CiscoTEAM@avispl.com](mailto:CiscoTEAM@avispl.com).