



SERVICE CONTRACTS

WHY ARE THEY NEEDED?

In today's competitive and cost-conscious environment, it is important that any investment made by an organisation returns the best value possible. During the design and installation phases of implementing a new audio-visual solution many factors need to be considered by both the client and integrator to ensure the solution and technology match the client's needs, budget and expectations.

However, no matter how well technology is installed, or how good the environment is, its performance will deteriorate over time unless preventative measures are taken to prolong its life.

Customised service plans and known cost of ownership

Electrosonic's service and maintenance programmes are designed to meet your specific business needs. We will provide you with a customised care plan which gives you the peace of mind that AV and VC issues will be fixed within an agreed time. Our Service Plans provide significant cost-savings through a reduction in equipment downtime and a corresponding decrease in internal support costs. As our client, you have the benefit of a known fixed cost of ownership for your entire audio-visual and video conferencing estate.

Proactive maintenance and monitoring

Whatever the cause of your equipment failure, (poor power conditions, cable damage or network upgrades etc.) a quick resolution is required to keep any disruption to your business to an absolute minimum. A regular, proactive maintenance programme will help protect systems and reduce the risk of failure, thus increasing productivity.

Keeping your 'business in business' 24/7

Considerable financial investment has been made in your business critical, audio-visual solutions. Disruption to your systems can cost you thousands of pounds each day and potentially force disgruntled customers to the competition. It makes sense to do all that you can to keep your systems running reliably. Proactively monitoring your audio-visual and video conferencing systems 24/7 will identify and address irregularities immediately, preventing unnecessary downtime and employee and customer frustration. We can also provide you with essential reports and analytics to support businesses cases and prove ROI.



OUR SOLUTIONS YOUR BENEFITS

Taking responsibility for the management of your audio-visual estate, we provide flexible, customised service and maintenance programmes to suit your individual requirements. Our aim is to increase your businesses resilience and productivity through maximising the reliability of your technology.

Simplify your operations

Optimise reliability & performance of your equipment

Extend the life of your technology

Keep critical operations running 24/7

Detect potential failures before you are affected

Maximise uptime of AV and collaboration equipment

Known cost ownership

Lower your operational costs

Increase your return on technology investment

Delivering a fully managed service

The days of owning all your own IT equipment and using your CapEX budget to pay are fading fast. Technology developments are occurring faster than companies can digest and are the exact reason why many organisations are shifting from a reliance on capital expenditure to operational spending. We can provide you with equipment and labour 'As a Service', including video conferencing meetings in the Cloud, managing client meetings and providing booking services. Technology as an operating expense allows you to:

- Use the latest technologies on the market
- Pay only for the capacity you need in that moment and scale up as required
- Ease and speed up the budgeting approval process

Knowing your technology 'just works' every time, boosts user confidence whilst increasing overall business efficiency.

Don't take our word for it...

"Electrosonic provide PriceWaterhouseCoopers with onsite managed resources and UK wide service and maintenance audio visual support. This support is highly valued and key to underpinning our AV technology support for our staff across the UK."

IT LEAD, PRICEWATERHOUSECOOPERS

"Electrosonic provide a professional service, expertly managed with a proactive approach to client liaison and service modifications, yet they remain flexible and adaptable to meet our changing and very demanding requirements."

EXECUTIVE DIRECTOR, MORGAN STANLEY

OUR SERVICE

Service & Maintenance

- ✓ Preventative maintenance
- ✓ Emergency call-outs
- ✓ 24/7 telephone technical support
- ✓ Workshop repair
- ✓ Return to base warranty repair management
- ✓ Substitute equipment service
- ✓ Advanced equipment replacement service
- ✓ Projector lamp replacement programme

Managed Services

- ✓ Remote Monitoring
- ✓ On-site & event staffing
- ✓ Managed video conferencing services

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