

## 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 system many factors need to be considered by both the client and integrator to ensure the solution and technology matches the client's needs, budget and expectations.

However, no matter how well the equipment is installed, or how good the environment and technology is, the performance of the equipment will deteriorate over time unless preventative measures are taken.

Factors which contribute to the deterioration of audio-visual equipment:

- **Dust**

Even in today's air-conditioned offices if dust is allowed to build up it will damage equipment over time. In new buildings or in renovated areas it can be an even greater problem for technology as it takes six months (after the contractors leave) for dust to reduce to even normal levels.

- **Heat**

Modern audio-visual equipment operates in a narrow temperature band. Complex equipment needs ventilation and monitoring. If the ventilation is compromised the equipment's performance will be reduced and possibly fail. An important point to remember is that using forced ventilation to cool equipment collects more dust which adds to possible technology failures.



- **Power**

Electrical equipment may be damaged by unstable power, spikes and other voltage variations; even building shutdowns can cause equipment to operate poorly.

- **Networks**

More and more audio-visual equipment is connected to a LAN or WAN. Regular network alterations are common place but can lessen performance of audio-visual equipment. Re-patching and adding switches and routers can impede the progress of audio-visual signals, thus reducing the quality of images or audio. For instance, alterations to networks can create circumstances where packet loss is increased in videoconferences resulting in a poor experience.

- **People**

When an audio-visual installation is completed the equipment is configured to give optimum results. People alter settings for good (and other) reasons but don't always return settings to where they were originally.

# Service Contracts - Why are they needed?

Whatever the cause of your equipment failure, a quick resolution is required to keep any impact on your business to an absolute minimum. After all, you have made a considerable financial investment on audio-visual facilities because they are business critical.

*“I have worked with Electrosonic’s VNOC team for many years now. Each year they continue to proficiently deliver to Aggreko specialist managed video conferencing services”.*

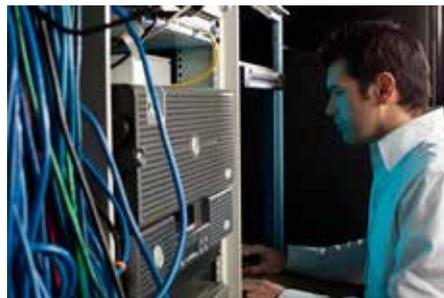
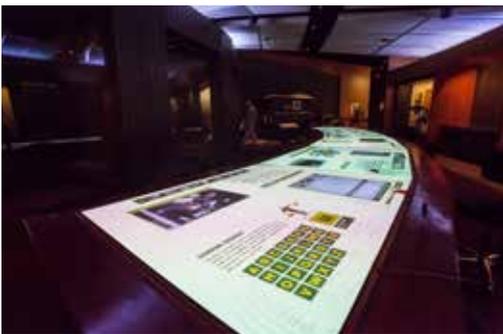
FRASER DORWARD  
ENTERPRISE INFRASTRUCTURE ARCHITECT  
AGGREKO

Electrosonic can support your business and minimise any disruptions caused by faulty technology by taking responsibility for the management of your audio-visual estate. We provide designed, customised service packages to suit each client’s particular requirements. Our aim is to increase your businesses resilience and productivity through maximising the reliability of your technology.

Even when equipment is serviced, there is a risk that it could still eventually fail. If it does we are on hand to repair or replace it speedily, reducing downtime without any huge, unexpected bills.

You can cover your equipment for any eventualities, for example:

- **Development Plans**  
We can help you devise future audio-visual deployment strategies.
- **Asset Management**  
We can help you manage the life and replacement budgets for your facilities.
- **Additional Facilities**  
If you occasionally need extra equipment or staff to help with peak events we can support your requirements.
- **Remote Monitoring**  
We can monitor your assets, campus or organisation.
- **Managed Services**  
We can provide you with equipment and labour as a service, including running videoconferencing meetings in the cloud, managing client meetings and providing booking services.
- **Account Management**  
Electrosonic takes great pride in our account management. We will provide you with a single point of contact for all interaction with us. Your account manager will provide regular review meetings, guidance on new technology and techniques that may be of interest, and ensure that the relationship between you and Electrosonic is mutually beneficial over the long-term.



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