



Global Visual Communications

# Service & Maintenance

# AVM Service Excellence

AVM is the largest audio visual and video conferencing systems integrator in the UK.

Our highly qualified and experienced service division is dedicated to supporting your AV and VC systems and because our engineers are based throughout the UK, we can be onsite in hours and run cost-effective preventative maintenance programs for you.

Our service division runs a large helpdesk and Video Network Operations Centre. We offer free loan of equipment during repairs and supply permanent onsite engineers to give you immediate support, training and advice on your systems.

AVM has an extensive blue chip client list and is a trusted partner for some of the world's premier organisations in the private and public sectors. AVM is a Microsoft Tech Track 100 and Deloitte Hot 100 company, holds Emerald CAVSP, ISO 9001, ISO 14001 and OHSAS 18001 accreditations.



# AV Global Alliance

AVM has formed the AV Global Alliance, a worldwide partnership of leading video conferencing and audio visual system integrators. Members of the Alliance install and maintain complex systems and offer the highest quality of service to their clients, wherever they are in the world.

The Alliance continues to grow and has partners in every major business centre in the world. Please see our website [www.avmachines.com](http://www.avmachines.com) for an up to date list of members.



# Service Contracts

Our service contracts are tailored to your needs. They can include a specific number of preventative maintenance visits, be arranged on a call out basis, or include a combination of both.

Our Service Level Agreements offer response times as short as 2 hours; naturally our onsite engineers are able to respond immediately, maximising the availability of your equipment.

As the largest full service independent systems integrator in the UK, we support a very wide range of equipment. Our depth and breadth of skills means we are capable of maintaining current and legacy systems, even if they were not originally installed by us. We also offer loan stock whilst we organise shipping, repair and delivery of faulty equipment.



# Onsite Support & Helpdesks

## Onsite Support

We provide skilled and dedicated engineers at your premises. They are responsible for carrying out first line maintenance and also provide technical support, concierge services and training.

## Service Helpdesk

AVM has the largest helpdesk of any systems integrator in the UK. The helpdesk provides first, second and third line support and coordinates our nationwide mobile maintenance teams.

Our Video Network Operations Centre helps you test, set up and manage your video calls taking away the technical headaches of video conferencing, leaving you to manage your business not your technology.

If you don't want to own video conferencing equipment our VNOC team also provides AVM Connect. With AVM Connect, clients pay a manageable monthly fee and eliminate the upfront costs of buying equipment, software and bandwidth.



# Hire & Training

## Hire

Our hire department offers solutions for every occasion from a simple one day projector hire to a complete corporate product launch. Our stock is regularly updated and benefits from continual investment. AVM provides full technical support including staging, lighting, design, construction and rigging of all AV and VC equipment.

We offer a seamless and professional service including on time delivery of equipment, speedy set-up and collection of all goods.

## Training

AVM has a dedicated training department staffed by training professionals. We have developed a wide range of video conferencing training courses.

Our team coach and motivate users ensuring that you get the most out of your investment, as well as promoting the widespread adoption of video conferencing.





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