

VANTAGE



INTELLIGENT
REMOTE AV
MONITORING 24/7

Monitor. Investigate. Resolve.

 **visavvi**
an  business

WHY VISAVVI ?

As global leaders in audio visual, communication and collaboration, our skill base is unrivalled. Our commitment to the highest standards has provided us top industry accreditations and partnerships. We have extensive technology expertise and proven people-skills, building strong and trusted relationships with our clients across the corporate, education, healthcare, public and government sectors.

Leading technology partners such as Microsoft, Cisco, Poly, Harman, Crestron, to name just a few, have awarded us the very highest levels of accreditation possible based on our ability to deploy and maintain their technology

With decades of experience of providing mission critical support to global organisations such as Jaguar Land Rover, Kellogg's, Ebay, BAE systems, Unilever and many others, your organisation is in safe hands choosing the multi award winning Visavvi support and maintenance team.

WELCOME TO VANTAGE

Today, workplace technology is business critical to organisations.

Meeting, briefing, collaboration, video conferencing and presentation facilities are all key operational assets. These facilities need to be ready to work when users need them and when they don't it can have a major impact on business operations.

Vantage provides organisations with advanced and intelligent remote monitoring of business-critical workplace technology, helping to provide the reassurance that vital AV and communication assets are pro-actively monitored and are ready when called upon.

24/7 REAL-TIME COMMUNICATIONS

Providing real-time 24/7 secure communication between your facilities and our highly experienced triage engineers, Vantage monitors every aspect of your AV environment. We will be the first to know if and when something goes wrong often before the facility user.

Vantage doesn't stop at just monitoring your environment. Remotely, and securely accessing your AV facilities via Vantage allows our engineers to resolve many issues without having to visit site. This significantly increases swift resolution timescales and dramatically reduces system down time.

If an issue is discovered which can't be resolved remotely, an on site engineer visit will be arranged promptly. When on site you can be assured that our engineers have everything they need to resolve the problem and return your facility to full operational status as soon as possible.

DRAMATICALLY REDUCED SYSTEM DOWNTIME WITH LIVE DIAGNOSIS AND RESOLUTION

SERVICE LEVEL AGREEMENTS

Our industry leading commitment to supporting our client's environment is supported by a range of Service Level Agreements (SLA's). These agreements are available with 2, 4, 8, 16, 24, 48 working hour on site engineer response times.

Clients can select their preferred SLA for a whole estate or can tailor individual rooms depending on their business-critical operation. Our experts spend time



understanding your business, enabling us to offer a completely tailored service, even down to individual rooms.

ON SITE SUPPORT AND MAINTENANCE

Visavvi offer the industry's most comprehensive and flexible range of service and maintenance contracts available. Our support services provide everything an organisation needs to be confident their audio visual and collaboration technology works

when its most needed – and we are here to help when it does not. With geographically dispersed engineers, we're never far away when you need us most.

Whatever the size of your organisation, we have the capability to support you 24/7. Our service contracts are designed specifically around your needs and with strict SLA's, you can be confident your business is in safe hands with our ISO accredited team.

VANTAGE PROVIDES
ADVANCED AND
INTELLIGENT REMOTE
MONITORING OF
BUSINESS-CRITICAL
WORKPLACE
TECHNOLOGY

OUR PARTNERS

CLIENTS

Across all sectors we are incredibly proud to have formed trusted relationships with some of the world's most recognised brands.

			
			
			

MANUFACTURERS

We hold the highest accreditation and tier-one relationships with the industry-leading technology partners.

			
			
			

BENEFITS

 Increase in user adoption and confidence	 On site engineer support
 Maximise room availability	 Asset management reporting
 Reduced facility downtime or outages	 Centralised helpdesk dashboard
 24/7 real time monitoring with incident management	 Manufacturer and product agnostic
 Proactive remote engineer support	 Issues resolved before they impact on facility users
 Remote software upgrades ensuring optimum performance	

FUNCTIONALITY

 View device status	 Multi layered secure connectivity options
 Power restarts	 Limitless geography with local, national, and global monitoring
 Software provisioning of upgrades and updates	 Room or entire estate wide monitoring

**INGENIOUS BUSINESS
COLLABORATION**