



AVI  **SPL**®

Service
Solutions



Companies like yours partner with AVI-SPL Service Solutions when they realize what that partnership means – AV, video, and collaboration systems that communicate clearly, that connect people with timely information, and that support business outcomes by working as expected.

Companies like yours partner with AVI-SPL Service Solutions when they realize what that partnership means – **AV, video and collaboration systems that communicate clearly, that connect people with timely information, and that support business outcomes by working as expected.** Who better to maintain those systems than the company whose certified engineers and technicians design and implement them better than anyone else?

Backed by the industry's most experienced and dedicated professionals, AVI-SPL **designs, builds, deploys, and supports** the communication systems your company relies on: collaboration tools, video conferencing, digital signage, paging, interactive video walls. You need those systems to be simple to use and always available. But, you don't want to burden your IT department with that responsibility.



Our services are driven by processes that we continually refine to ensure consistency and quality. For you, we:

- Ensure the reliability of your solutions
- Work diligently to reduce strain on your IT department
- Improve the security of your video collaboration connections

We do more than support existing systems. We also:

- Add new systems while ensuring interoperability with the old
- Provide support without disrupting current business
- Develop a technology roadmap aligning your organization's growth to its collaboration solutions

Our experts help address business issues like:

- Strategies for engaging remote workers
- Collaboration across branch or satellite offices
- Video connectivity with partners, clients and others outside your private network



AVI-SPL's Customer Care program provides **break/fix support, warranty services, preventative maintenance** and **24/7 Global Help Desk** assistance to keep your systems fully operational. With four global help desk locations and offices around the world, an AVI-SPL-trained professional is always on-call.

300+

300+ full-time resources provide field service and onsite technical support for our clients.

Benefits

Single Point of Contact: You have a single AVI-SPL contact for incidents and service requests, even when you have service tickets with more than one manufacturer.

Responsive: AVI-SPL is a **Certified Service Provider (CSP)** with all major manufacturers, so we can provide the same high level of service, even as partners and customer needs change.

Proactive: Our standardized approach for AV and video collaboration addresses issues before you notice any impact to your systems.

Flexible Engagement Options: We'll work with you remotely or onsite

Our team of experts can troubleshoot hardware that isn't working properly, schedule meetings and rooms, set up and monitor video calls, work with vendors for service ticket issues, and ensure that your collaboration systems are running as expected.



We manage 7000 service contracts through our Global Help Desk



Diverse Solutions with Flexible Engagement Options

Powering Business Outcomes



Professional Services

Collaboration program design
System engineering and implementation



Support & Field Services

Break/fix support
Preventative maintenance



Managed Services

Monitoring & Management of devices and infrastructure
Managed collaboration services

Flexible Engagement Options



On-site



Remote



Cloud

AV Preferred Vendors

Cisco, Microsoft, Polycom, Pexip

Monitoring

From our three Managed Service Operations Centers (MSOC), we

- Proactively monitor your AV and video collaboration systems
- Run remote diagnostics of IP-reachable equipment
- Alert and ticket creation and management

Management and Administration

- Administration of MCU and non-MCU infrastructure (including endpoints)
- Manage Move, Add, Change, Disconnect (MACD) process
- Daily digital site sweeps of endpoints
- Firmware and software version updates

Private hosting of collaboration infrastructure

- We deploy your cloud collaboration resources in our private data centers

Managed infrastructure on-premise

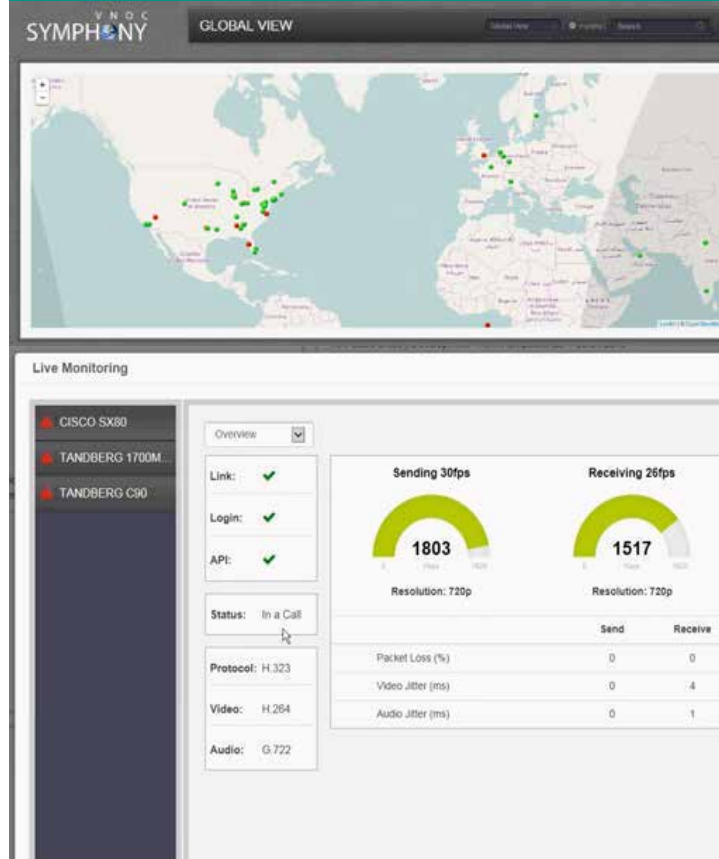
- On-premise customer deployment of collaboration infrastructure with an AVI-SPL operations and management overlay

Managed conferencing

- Call scheduling and automated launching
- Digital monitoring of video calls in progress
- On-demand help desk during video calls

Symphony® Management Platform

The technology at the heart of our Managed Services is the Symphony® Management Platform. This is the patented tool our technicians use to watch over your AV systems, run diagnostics, launch video calls, and handle the way meetings are organized, monitored, and managed – right down to the time systems are turned on and off. Symphony allows for modifications to be made to a customer's environment without having to overhaul the Managed Services deployment.



Collaboration as a Service

AVI-SPL's collaboration services deliver instant access to people and information, and comprise three main categories:

- Infrastructure as a Service
- On-demand Conferencing
- Cloud Recording and Streaming



Infrastructure as a Service

We provide public cloud hosted infrastructure services, including gateway services, endpoint registration, infrastructure registration, and dial-plan services via hosted call control.

Cloud Recording and Streaming

Our Cloud Recording & Streaming enables organizations to record and share, and live stream to any device, directly from video conferencing and virtual meeting rooms (VMRs).

On-demand Conferencing Virtual Meeting Room (VMR)

On-demand Conferencing Virtual Meeting Room (VMR) services consolidate real-time conferencing tools – voice, video, content, and web - into a single solution, allowing your users to connect anytime, anywhere with any device. AVI-SPL provides a suite of vendor-agnostic VMR solutions designed to fit your unique consumption and architectural desires.

VMR deployment models:

- As-a-service Cloud
- Hosted Private Cloud
- Customer on-premises



When you require a high level of technical support our Onsite Managed Services program answers the call. You can have an AVI-SPL expert working at your facility as an extension of your team on a daily basis.



Our experts regularly fill a variety of technical roles, such as:

- AV Event Coordinator
- AV Project Manager
- AV Programmer
- AV Break/Fix Technician
- Customer Service Reservationist

We can also staff your onsite Managed Service Operations Center (MSOC), working closely with your enterprise IT team to support your conferencing.

Certifications That Ensure Excellence

- ITIL Foundations certification
- ITIL Expert certification

Technical Expertise: Provides the knowledge, methods, and best practices used in the AV industry and fine-tuned by AVI-SPL.

Agile: Backing you with the full knowledge, methods, and best practices AVI-SPL offers, our onsite resources can be more than a task-oriented resource, but rather a strategic one.

Innovative: AVI-SPL is not a staffing company – our resources are constantly educated with the most up-to-date information on leading- and cutting-edge technology.

Global Support: All of our onsite staff have a global team standing behind them to provide support, advice, and guidance.

Diverse resources: We have personnel at client sites managing onsite video network operations centers, providing local meeting support, event production, maintenance, and even content creation for digital media. AVI-SPL offers a range of onsite resources, and can add resources as the customer requires.



We have 200+ staff at client facilities, including several Fortune 100 companies.



AVI-SPL has built its reputation as the world's most respected integrator of AV and video collaboration solutions. For the past two decades, we've been listed as the number one integrator in North America by *Systems Contractor News*.

We owe our recognition as an industry leader to a company-wide dedication to outstanding customer service in all the areas related to integration – including discovery, consulting, design and engineering. Our Professional Services are the key to improving the way organizations like yours operate.

Collaboration technology consulting

Program design including business-level assessment of collaboration readiness that results in a high-level design recommendation

- Creating a collaboration solutions roadmap
- Technology life cycle management

Implementation services

Oversees deployment of your collaboration technology

- Project planning
- Staging
- Installation
- Provisioning (configuration and registration)

Training and adoption

- Assessment, design and delivery of organizational use of collaboration technology



Service management

Designated single point of contact to manage your account

System design and engineering

- Network readiness assessment (bandwidth and latency)
- Hardware and software recommendation/specification
- System and network architecture diagrams

With AVI-SPL designing, implementing, and managing your collaboration solutions and infrastructure, you empower the people in your organization to work the way they prefer: **mobile, interactive, and wirelessly connected.**

Why Work With Us

We wrap our services around the standards-based technology of our key unified communications (UC) partners:



Microsoft



Polycom

- Powered by our patented Symphony platform, **Remote Managed Services** monitors and manages your AV and UC rooms, devices, and infrastructure, and launches and produces your video calls.
- **Professional Services** include Collaboration Program Strategy, Design and Engineering, Implementation, and Training and Adoption Services for UC solutions.
- **Support & Field Services** keep your network unified through maintenance and warranty protection for your AV and UC investments.
- **Onsite Managed Services** provide the technical expertise you need in house, from AVI-SPL experts who work alongside your team.
- Your **video infrastructure** can be hosted, on-prem, or a hybrid.





Unified Communications & Collaboration Certifications



- Cisco Cloud and Managed Services Advanced Partner (CMSP) for TelePresence as a Services (TPaaS)
- Cisco Advanced Collaboration Architecture Specialization
- Cisco Advanced Cloud & Managed Services (TPaaS)
- Cisco Premier Certified Partner (Specializations: Advanced Unified Communications, Authorized DMS Partner, Express Foundation)
- Cisco CCIE, CCNA, CCNP, CCDA, and CCDP Networking
- Cisco Small and Midsize Business Specialization (Canada and U.K.)



- Microsoft Gold Communications
- Microsoft Cloud Solution Provider



- Gold Service Provider
- Gold Reseller



- Polycom Certified Service Partner
- Polycom Certified Video Conferencing Engineers
- Polycom ATX certification (first company to achieve)
- Polycom Advanced Managed Services Provider
- Polycom RealPresence Service Specialization
- Polycom Certified VNOC Service Partner
- Polycom UC Professional Service

Contact us today and let's work together to give your team the power of unified communications.



We are the world's most trusted provider of AV and video collaboration solutions and services. We've completed over 32000 projects in over 100 countries.



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