



Maintenance & Support Services

Award-winning services to support your Video Communications Environment



PROTECT YOUR INVESTMENT WITH VIDEOCENTRIC MAINTENANCE

VideoCentric's award-winning maintenance & Technical Support Services enable you to protect your investment in Video Communications and ensure optimal performance, minimal downtime & improved usage of your video conferencing environment.

Proud to support our customers directly, our seven levels of support packages are managed by the UK's most experienced video conferencing support team to make sure you get the best from your video solution, now and into the future.

WHY VIDEOCENTRIC?

TECHNICAL TEAM

The most highly experienced technical team in the UK, accredited & fully trained. Single point of contact, dedicated, personal and in-house.

AWARD WINNING

Customer service & satisfaction is our highest priority - and we have the awards to show for it!

COMPREHENSIVE OFFERINGS

Seven levels, tailored to your requirements, from software only support to 24x7 mission critical

RESPONSE & REPLACEMENT

We hold spares, parts and even replica systems so swap-outs & replacements are managed efficiently, from the UK, by a team you know & trust



Unrivalled Experience & Ability

VideoCentric's support team is based on 30 years' experience in design, installation, support and maintenance of video conferencing systems and infrastructure. This experience offers us a unique and exceptional level of understanding of your video equipment, ensuring we can proactively identify and respond to issues that may arise in the most efficient manner possible.

VideoCentric support their customers with an in-house dedicated technical team & service desk, enabling us to get to know your video environment in-depth, and offer professional but friendly assistance to ensure the highest levels of support and customer service are met.

Offerings & Services

VideoCentric have seven levels of maintenance & support services, which have been tailored to suit the needs of our customers, whether they are looking for hardware advanced swap-out services, software only solutions or even 24x7 mission critical support.

Unlike most other UK resellers, who only offer manufacturer managed services, VideoCentric recognize customer requirements for flexibility, speed of response & replacement, personal & direct communication, and quality & competence of the support team. We ensure that the support offered meets and exceeds these requirements, whatever level you choose.

Each of VideoCentric's maintenance levels offer a "base layer" of services that ensure expert support is only a phonecall away, and that equipment can be tested with 24x7 access into our interoperability suite, consisting of 30 systems from all of the worlds' leading manufacturers.



Response Times

All VideoCentric Maintenance Services come with 8 x 5 Next Business Day as standard, with upgrade options for 16 x 5 with direct mobile contact with engineers, and 24 x 7 response for mission critical operations such as on oil rigs or in hospitals.



AVAILABLE FEATURES

- Telephone & technical support
- Software patches & major releases
- Interoperability testing
- Fault diagnosis within 4 hours
- Advanced hardware swapout
- Regular refresher training via video
- On-site engineers & configuration
- Faulty part collection at no cost to you
- Hold of replica infrastructure systems & 4 hour swapout with onsite engineer

MAINTENANCE BENEFITS

- Optimise performance
- Dedicated support
- Keep applications/software current
- Lower your TCO
- Proactive communications
- Rapid product replacements
- Access to VideoCentric knowledge base
- Drive Adoption
- Minimize downtime
- Reduce communications failure

Maintenance Levels & Features

for Video Conferencing Endpoints & Infrastructure

	Manufacturer Managed			VideoCentric Value-Added Services			
	Basic Warranty	Basic Cover	Basic On-site	Silver (software)	Gold	Platinum Plus	Diamond
Limited to Manufacturer Warranty duration. Non renewable.	✓						
Annually Renewable		✓	✓	✓	✓	✓	✓
Telephone Fault Diagnosis - Bus Hours (Manufacturer call centre or 3rd party agent)	✓	✓	✓				
Telephone Fault Diagnosis - Bus Hours (VideoCentric Expert Technical Team)				✓	✓	✓	✓
Telephone Fault Diagnosis Out Of Hours (Chargeable option)					✓	✓	✓
Interoperability Testing				✓	✓	✓	✓
Information & Announcements of software releases, upgrades & End Of Life systems				✓	✓	✓	✓
Minor Software Patches	✓	✓	✓	✓	✓	✓	✓
Major Software Releases		✓	✓	✓	✓	✓	✓
Return to Base Repair	✓			✓			
Advanced Replacement Parts Shipped to Site		✓	✓		✓	✓	
Remote Refresher Training (Via video up to 4 x per year)					✓	✓	✓
Return of Faulty Parts (Organised by & cost to VideoCentric)					✓	✓	✓
Licences & Serial Numbers VideoCentric Managed (else requires self management)				✓	✓	✓	✓
Onsite escalation					✓		
Onsite Engineer to Install System			✓			✓	✓
Onsite Engineer will install software & licences						✓	✓
Onsite engineer will configure system to network						✓	✓
Removal of faulty parts by engineer (otherwise customer to arrange collection)						✓	✓
Replica systems held at VideoCentric HQ (fully preconfigured)							✓
1 hour maximum remote diagnosis (before expert dispatched with configured system)							✓
Suitable for EMEA/Global Customers		✓	✓	✓			



Contact Details

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Global Sales & Support locations

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Polycom

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Skype for Business

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