



Enterprise Management

proAV[®]

About proAV

At proAV we design, integrate and support blended technology solutions with AV & UC.

We provide end-to-end services and 24/7 support to enhance global collaboration and empower your communications strategy.

Here to manage your environment with professional expertise and experience, at proAV we have set the standard for support services management. Clients can rely on us to keep their AV and collaboration systems operating at peak performance, helping to cut operating costs and generally making daily operations more productive.

Our extensive portfolio of support resources work together seamlessly to deliver protection, remote technical expertise via our global Video Network Operations Centre (VNOC), front line response and on the ground support anywhere in the world.

Together with our dedicated service management teams, we maintain and protect our client's systems, supporting their business needs and helping to support future plans and investments.

And if our clients need specialist event support, we have a committed team ready to manage and support live events as well as providing broadcast and streaming services on a global scale.

80+
Countries

500+
Service Contracts
Globally

24/7/365
Support



Global Help Desk Services: 24/7/365 Multilingual

- > Instant, flexible front line support
- > Multilingual help desk
- > 24/7/365 level 1 response, fault logging and call handling
- > Asset management for maintenance scheduling



Global Remote Monitoring Solutions: VNOc

- > ISO 27001 certified
- > Remote support services
- > AV Network, UC and device monitoring
- > Content management and distribution
- > Concierge services and Hosted Video conferencing



FM Onsite support

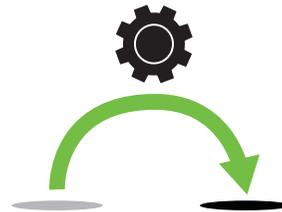
The industry's finest CTS certified AV technicians support client operations around the globe

- > First and second line support
- > Experienced team leaders
- > AV infrastructure checks
- > Event management
- > Training provision
- > Reporting and monitoring



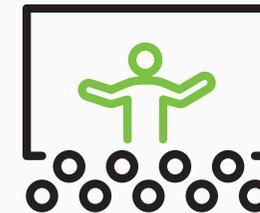
Dedicated Field Support Engineers

- > Tailored SLAs offer on site call outs
- > with fixed response times
- > Preventative maintenance
- > Fault resolution
- > Loan equipment support
- > Full reporting and KPIs



Service Delivery Management

- > Dedicated delivery managers ensure you receive the best service.
- > Manage reporting structure
- > Provide single point of contact for relationship management
- > Advise on requirements for additional projects/ technology upgrades



Hire & Event Services

Our specialist team can provide solutions for all your event needs, including:

- > Event production management
- > Content creation
- > Webcasting solutions
- > Virtual conferences & hybrid events
- > Post-production support
- > App based analytics



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