proactiv®

INTELLIGENT SERVICE MANAGEMENT

WHAT IS PROACTIV?

proActiV AV Service Management is a scalable framework from proAV, designed to ensure your AV systems operate smoothly, securely, and sustainably across estates of any size or complexity. Built for today's workplace and tomorrow's challenges, proActiV delivers actionable insights and the service excellence modern organisations require.

With tiered service levels, proActiV flexes to your needs. From helpdesk, VNOC and reactive field service engineering support, through to fully managed onsite teams and predictive remote monitoring & management. Each package can be tailored and enhanced with optional upgrades, ensuring the right balance of coverage, efficiency, and value.

Through preventative maintenance, remote diagnostics, real-time monitoring, and data-driven intelligence, proActiV delivers measurable improvements in uptime, user experience, and long-term value. Whether you need dependable incident response or a complete managed service, our modular approach gives you the right level of coverage while optimising efficiency and supporting sustainability goals.

BENEFITS & OUTCOMES

Maximised Uptime

Keep your systems available and resilient with a combination of proactive monitoring, rapid incident response, and flexible break/fix support, scalable to 24×7 coverage where required.

Improved User Experience

Create reliable meeting environments that empower productivity, reduce friction for hybrid teams, and provide confidence that your AV spaces will perform when it matters most.

Streamlined Service Management

Streamline operations with proAV's centralised Global Helpdesk, integrated workflows, and clear accountability across every support touchpoint.

Lifecycle Management

Gain deeper insight into system health, maintenance trends, and asset longevity to inform proactive planning, optimise refresh cycles, and maximise the value of your AV investments.

Sustainable AV Management

Support ESG goals with reduced engineer dispatches, remote resolution workflows, and optimised equipment usage for enhanced energy efficiency.

Data-Driven Decisions

Leverage actionable intelligence from service reporting and monitoring platforms to inform service strategy and business decisions.

SERVICE TIERS

React

A dependable break/fix support framework for environments that require reactive incident handling without remote management. Support is delivered through on-demand or scheduled engineering visits in line with agreed SLAs.

This package also includes scheduled Preventative Maintenance Visits (PMVs) to help verify system performance, identify early signs of degradation, and ensure baseline operational health.

Connect

Introduces secure remote access to your AV/IT systems, enabling faster diagnostics, streamlined troubleshooting, and reduced dependence on onsite interventions.

With Connect, our VNOC engineering team can respond more efficiently, often resolving issues remotely before they escalate, improving system availability and reducing operational overhead.

Predict

Adds 24/7 remote monitoring and management, enabling real-time alerting, automated health checks, and system diagnostics. With Predict, issues are identified and addressed before they impact operations.

This proactive approach reduces downtime, minimises disruption, and extends the life of your AV assets. Predict is a fully managed service package that delivers the highest level of uptime and operational efficiency.

SERVICE ENTITLEMENTS

	React	Connect	Predict
Service Desk Access (Helpdesk & VNOC)	✓	✓	✓
Field Engineering Availability	✓	✓	✓
Loans, Parts & Repairs	✓	✓	✓
Service Portal Access	✓	✓	✓
Scheduled Preventative Maintenance Visits	✓	✓	✓
Account Management Review & Reporting	✓	✓	✓
VNOC Remote Support Assistance	—	✓	✓
Remote Diagnostics & Configuration	—	✓	✓
Remote Patch & Firmware Management	—	✓	✓
Log File Extraction & Analysis	—	✓	✓
Real-Time Alerting & Ticket Creation	—	—	✓
Trend, Health & Utilisation reporting	—	—	✓
Automated Test Routines & Customised Macros	—	—	✓
“At-a-Glance” dashboards for room status	—	—	✓

Analytics
BETA
Last 30 days
Customers
Vendors
Models
Customers
1
Devices
4,673
Opened incidents
14,084
MTTR
4h 46m
Device count by vendor
Device count by model
Export to PDF
Submit Feedback
Zoom
Crestron (XiO)
MS Teams
Crestron
Tech Desk

OUR ECOSYSTEM

At the centre of proActiV is a connected ecosystem of proAV's industry-leading service components, designed to work together seamlessly, ensuring every aspect of your AV service is intelligently managed.

Global Helpdesk

Access proAV's dedicated Helpdesk for swift SLA engagement, engineer mobilisation, and clear progress tracking.

VNOC & Monitoring Tools

Powered by leading-edge software, the VNOC delivers secure, around-the-clock monitoring, management, and remote support.

Event Management

End-to-end AV support for live, hybrid, and virtual events — covering planning, setup, delivery, and post-production — to guarantee an engaging audience experience and smooth execution.

proActiV®

Field Service Engineering

Our accredited field service engineers provide preventative maintenance, system updates, and on-site support, including fault diagnostics, triage, and resolution.

Managed Onsite Services

Dedicated onsite AV teams that integrate with your organisation, delivering proactive maintenance and day-to-day support to ensure a reliable user experience.

Software Development

Certified in-house developers delivering custom software to achieve seamless system integration and intuitive remote management.

MANAGED ONSITE SERVICES

As specialists in onsite managed services, we deliver tailored contracts that range from a single dedicated AV technician through to fully integrated teams. Our onsite teams blend seamlessly with your organisation, working alongside Facilities and IT teams to deliver the highest standards of AV service management. Staffed by accredited and experienced AV technicians and underpinned by a dedicated management structure, our teams will provide rapid in-room response to your users, guests and technology. Duties can include AV concierge services, meeting room support, preventative maintenance, and full support & management of hybrid or virtual calls and events, ensuring every interaction with your AV estate is effortless and reliable.

Beyond day-to-day operations, our onsite professionals conduct infrastructure checks, deliver user training, and provide reporting and monitoring to keep your systems performing at their best. By resolving issues quickly at source, optimising asset performance, and reducing the need for reactive interventions, our onsite teams enhance efficiency while supporting your wider sustainability goals through smarter use of resources and extended technology lifecycles.

TRANSITION ENGINEERING

Transition Engineering facilitate a seamless link between project delivery and ongoing support. Our dedicated team ensures that new, existing, or 3rd party AV and UC environments are fully prepared for service, with every detail aligned for smooth operation and minimal disruption.

Working in close collaboration with project teams, vendors, and internal stakeholders, our specialists capture system knowledge, verify documentation, and establish operational readiness. This includes managing room set-up and handover, developing onsite support processes, and implementing daily, weekly, and monthly system checks. Our teams also deliver training programmes and skills analysis, ensuring both proAV and client teams are fully equipped to support users from day one.

Beyond the technical handover, Transition Engineering provides early life support while building resilience through locum familiarisation and proactive risk mitigation. By preparing AV environments to be service-ready, we protect your investment, accelerate adoption, and instil confidence that your systems are supported by a team who understand both the technology and operational context.

EVENT MANAGEMENT

proAV's dedicated hire and events team delivers comprehensive support throughout the entire event lifecycle, combining technical expertise with creative flair to bring every vision to life. From the earliest planning stages, our specialists work closely with clients to shape concepts, design engaging content, and align every detail with your objectives.

A key strength of our approach is the ability to drive performance from a diverse supply chain. With over 80 trusted hire partners worldwide, we integrate seamlessly with client planning teams to ensure every service aligns with the highest standards, wherever the event takes place.

When it comes to delivery, we provide everything from discreet AV set-ups for small meetings to full-scale live productions across multiple locations. Our teams bring together advanced technologies, professional production management, and flawless logistics to ensure events are delivered seamlessly, on time, and on budget.

Beyond the event itself, we help clients extend the value of their investment — capturing content for future use, offering post-production support, and providing insights where required. Whether in-person, virtual, or hybrid, we maximise audience impact, enhance user experience, and create memorable moments that last.

SOFTWARE PARTNERS

COMPLIANCE & STANDARDS

Ready to discuss your AV service requirements?

Contact us

proAV®

www.proav.com/proactiv