

Customer Support Options

Customer Care Support Features	T&M Only	Standard	Premium	Premier
Help Desk Support	Billable	Billable at a reduced rate	yes	yes
Service Level Guarantee	Best Effort	yes	yes	yes
Onsite Support	Billable at non-contract rate	Billable at a reduced rate	Unlimited	Unlimited
Audio Vision Integration	Billable		Billable at a reduced rate	yes
Term	none	1 or 3 years	1 or 3 years	1 or 3 years
Preventative Maintenance Visits *	Billable	Billable at a reduced rate	Billable at a reduced rate	*Quarterly Visits*
In MFG Warranty Support	Billable	Billable at a reduced rate	yes	yes
Out of MFG Warranty Support	Billable	Billable at a reduced rate	yes	yes

Support & Field Services: Keep your system unified through maintenance and warranty protection for your AV investment.

Onsite Support: When service of your equipment is required, our technical staff will document the request for service, evaluate the problem, and attempt to solve the issue over the phone, or remotely (for those customers who allow access to their network). If an on-site visit is necessary, TAC will quickly dispatch the most appropriate personnel

Audio Vision Integration:

Preventative Maintenance: On-site scheduled maintenance has proven to reduce down time, minimizing the need for costly emergency service calls. Visits can be scheduled quarterly, bi-Annually, annually.

In MFG Warranty Support: If it is determined that the equipment needs to be sent out for repair, NEDI will coordinate the repair of equipment. Once equipment is back from repair, NEDI will test and reinstall the equipment.

Out of MFG Warranty Support: If unit is out of warranty a repair charge will be assessed. You will be notified of charges prior to the repair of the equipment. Once approval has been received NEDI will coordinate the repair of equipment, reinstall the equipment, And test.



OTHER SERVICES WE OFFER



Re-Training Support:

Training is an essential part to using your system to its fullest potential. On-site training is offered as another support service to help reinforce user confidence with the installed system. Periodic re-training can prevent unnecessary down time.

Supplementing Staff Support

Onsite Managed Services provide the technical expertise you need in house, from our experts who work alongside your team.

Your organization is busy with your core business, which is not AV systems. NEDI can place a dedicated, trained technician on-site to perform like your own staff providing room setup, system management, training and routine maintenance. This relieves you from hiring, training and managing staff that work outside your core competency. you decide how many hours you want the tech on staff weekly.

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

- AV Event Coordinator
- AV Project Manager
- AV Programmer
- AV Break/Fix Technician

The Support Process

To assure that you receive the support and assistance as soon as possible, we follow a process:

- Calls are logged and coverage identified.
- Our help desk remotely performs a diagnostic test on the equipment.
- Attempt a remote repair.
- If problem is not resolved remotely, a member of our technical staff is dispatched to your site.
- Replacement equipment will be ordered if found to be defective.
- If technician requires support from manufacturer, we work with the manufacturer to fix problem.
- Close Case.

