



SERVICE METHODOLOGY

Today's AV technology is sophisticated, and systems are often "mission critical." Ford AV understands the need to protect your investment. You can be assured your communication system is reliable, looks good and sounds great. This is why Ford maintains a 24/7/365 Technical Assistance Center (TAC) so your technology investment is always available.

FROM THE START

Technology assurance starts at the beginning of the project, where Ford's highly-trained and specialized engineering team develops comprehensive schematic line drawings detailing every system connection type, termination type, and device label. These drawings allow Ford's Project Managers, Job Supervisors, and Installation Technicians to understand how they are to complete the installation. Revisions made are available instantly to field crews via tablets to ensure accuracy. Any changes in the field are documented, and the final AS-BUILT drawings are provided to the owner, as well as our Technical Assistance Center.

CENTRALIZED TECHNICAL ASSISTANCE CENTER

When service of your technology is required, Ford's dedicated TAC stands ready for action. By centralizing our response efforts, there is only one place our clients need to go for service 24 hours a day, 7 days a week, no matter where they are located. Our TAC Manager and Coordinators answer all incoming requests via our toll-free 24-hour service phone number, 800-654-6744, or via our online form at www.fordav.com/tac. The TAC 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, typically a local Service Technician or Project Engineer from the office closest to the project site. Should the problem occur outside of our service area, the technician will be flown to the site as soon as possible.

IN THE FIELD

Ford TAC personnel have the specialized diagnostic tools and experience necessary to pinpoint the problem. If additional technical support is required, the technician contacts TAC to collaborate with other experts. If the service problem escalates, they can utilize the manufacturer's technical support staff. Ford technicians are often afforded immediate tier two support because of our substantial volume of business with many manufacturers.

CUSTOMIZED TECHNOLOGY ASSURANCE PLANS

Ford's commitment to customer satisfaction does not end with the commissioning of a system. This is why additional plans are available that include custom training programs, preventative maintenance and managed services. More information is available at www.fordav.com/support/technology-assurance.