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CLOSEUP

A PUBLICATION OF FORD AV

PROTECT YOUR TECHNOLOGY ASSETS

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ESSENTIAL SERVICES

Provided For Your Investment

Digital technology is the catalyst of productivity when it works. When it does not work—the solution is rarely straightforward and requires experts to locate and solve the problem. You invest in technology to provide the best communication tools, decision-making speed, and collaboration. Now you need assurance it will work when you need it.

Inside this Close Up, see how Ford AV provides a wide range of service options to protect your technology investment, including embedding operational support staff full-time at your business.



ESSENTIAL SERVICES

Provided For Your Investment



Corporate AV systems have quickly migrated from simple, self-contained analog systems to sophisticated, net-centric systems. Ford AV's Technical Support staff brings decades of AV technology experience to every service and maintenance request to ensure your systems are back up and running quickly.

SERVICE CENTER

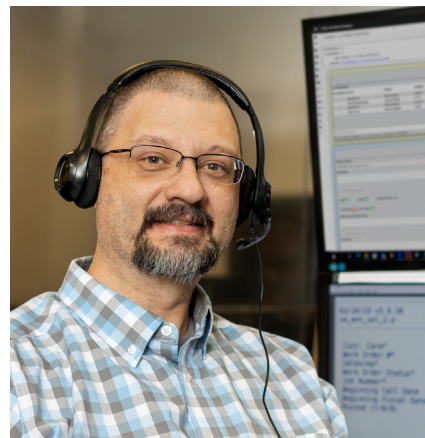
Ford AV offers 24/7/365 service and support, using a central dispatch to our regional service centers across the United States. Service Engineers answer incoming requests, document the requests, dispatch the appropriate Service Field Engineer, and track the service ticket through the entire service process.



REMOTE SERVICES

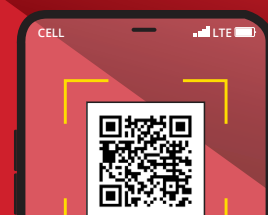
Our Remote Technical Support Team can work with your site contact to diagnose and resolve your AV system problems quickly, efficiently and remotely.

AV Remote Monitoring and Management (AVRMM) monitors both networked and non-networked AV equipment. AVRMM uses on-premise and cloud-based solutions that monitor, notify, and resolve system failures while maintaining your AV systems and critical operations.



TRAINING SERVICES

You made a significant investment in your AV systems to increase staff productivity but is your staff utilizing those tools? Ford AV can help drive technology adoption through flexible training options, onsite start-up support, and more.



To Learn More Scan QR Code or Visit fordav.com/solutions/avrmm/



MANAGED SERVICES

Ford AV helps assure technology success by augmenting your existing technical support staff with onsite or remote AV and network professionals. Our full or part-time onsite support provides deep and wide engineering resources.

Preventative Maintenance Agreements (PMA) provide strategic scheduled AV system reviews to locate and correct looming system problems.

System Health Checks provide a full report of the system's functionality while predicting and preventing future problems.

Prepaid, Discounted Service Hours save on service and maintenance costs that have yet to occur.



To Learn More Scan QR Code or Visit fordav.com/solutions/managed-services/

“

Jeff has always been a vital resource when it comes to our AV systems. His work ethic and attention to detail make him an essential asset to us. We at Mattress Firm know we can rely on your service as needed.

”

— Ernest Ayala
Manager ITS Corporate Support, Mattress Firm



REACTIVE to PROACTIVE

Need absolute assurance there are no “surprises” awaiting your meeting? Ford AV can place an experienced technician onsite to engage like your own staff, providing room setup, system management, training, and routine maintenance.

Meet Jeff. He provides onsite support at the headquarters of a large retail organization. “This is not a technology company, and most companies aren’t, but they rely on that technology every day to communicate with their staff, retail stores, and vendors. That is where we can partner with them and

maintain the systems—preparing them for upcoming events.” Jeff maintains over 35 meeting spaces, an auditorium, and common areas filled with technologically complex AV systems. The organization relies on Jeff to prepare for each meeting and ensure it’s ready to go. Jeff adds, “we really give them the white glove service to provide a great meeting experience.”

Ford AV’s onsite technicians relieve a company’s need to hire AV specialists and bring peace of mind knowing they have trained and experienced technicians working with their staff.

create
an



instant
connection

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From designing and testing to our essential "bumper-to-bumper" warranty, Ford AV covers all the services and capabilities you need to keep your technology ready when you are.

