



AV.RMM

REMOTE MONITORING & MANAGEMENT

AV Remote Monitoring and Management (AVRMM) provides monitoring for both networked and non-networked AV equipment. Developed to meet the highest national security standards, Ford's AVRMM service provides 24/7/365 on-premises & cloud-based solutions that monitor, notify and resolve system failures while maintaining your AV systems and critical operations.

SERVICE BENEFITS

- › Less Downtime, More Productivity
- › Increase End-User Satisfaction
- › One Support Provider for All Locations
- › Supports All Brands of AV Equipment
- › Proactive Fault Detection & Correction
- › Remote Diagnostics, Faster Resolution



AV•RMM CLOUD

AVRMM Cloud is a lightweight platform allowing you to effortlessly deploy in any network environment that permits access to the internet. This cloud-based service is designed for ease of implementation using the latest cloud security protocols.

AV•RMM ON-PREMISES

AVRMM On-Premises is designed with network security and customer privacy as the highest priority. On-premises hardware is used to store all data on the customer's facility in a single ½ rack enclosure, and monitoring is conducted utilizing the customer's existing network. Remote access is performed through hardware VPN appliances, and access to the customer's network is protected by internal firewalls.



REAL-TIME HEALTH MONITORING

AVRMM was built from the ground up to provide real-time health monitoring for AV systems, with the ability to monitor control systems, signal processors and various other AV endpoints. By becoming aware of problems the moment they occur, we can proactively respond to incidents and reduce costly downtime.



REMOTE ACCESS & RESOLUTION

AVRMM provides tools that allow Ford AV customer care agents to communicate with devices remotely to identify problems, issue commands, and power-cycle devices anywhere in the world.



MANUFACTURER AGNOSTIC

AVRMM is truly brand agnostic. It monitors both networked and non-networked devices and is not dependent on a specific equipment manufacturer.