

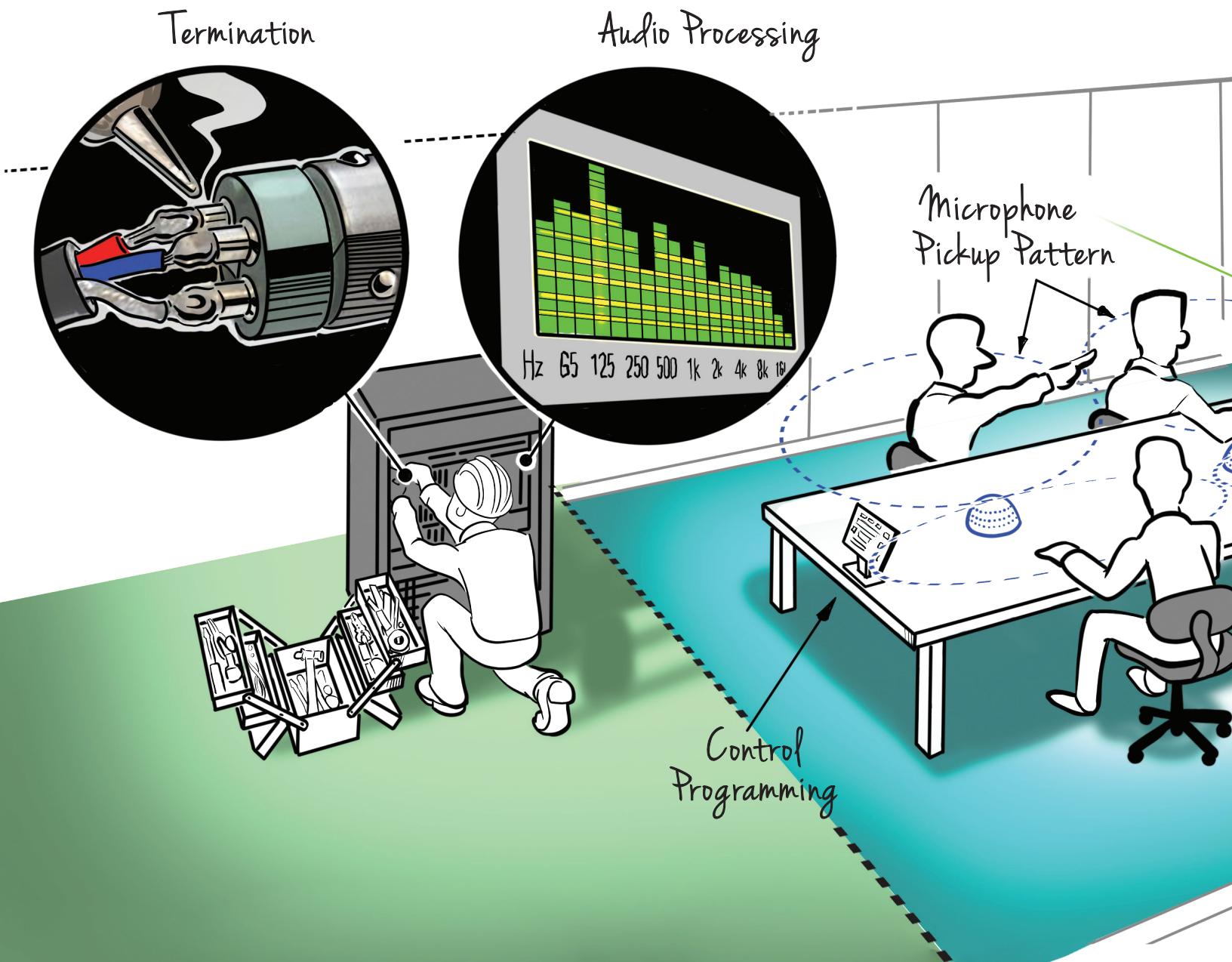


Technology **ASSURANCE**

Protecting Your Technology Assets

TECHNOLOGY SUCCESS

COMMUNICATION AND COLLABORATION systems have rapidly advanced in capabilities and adoption. In just the last few years, corporate communication and collaboration systems have quickly migrated from simple, self-contained analog systems to sophisticated, net-centric systems capable of transporting high-definition video meetings and content throughout the enterprise in real time.



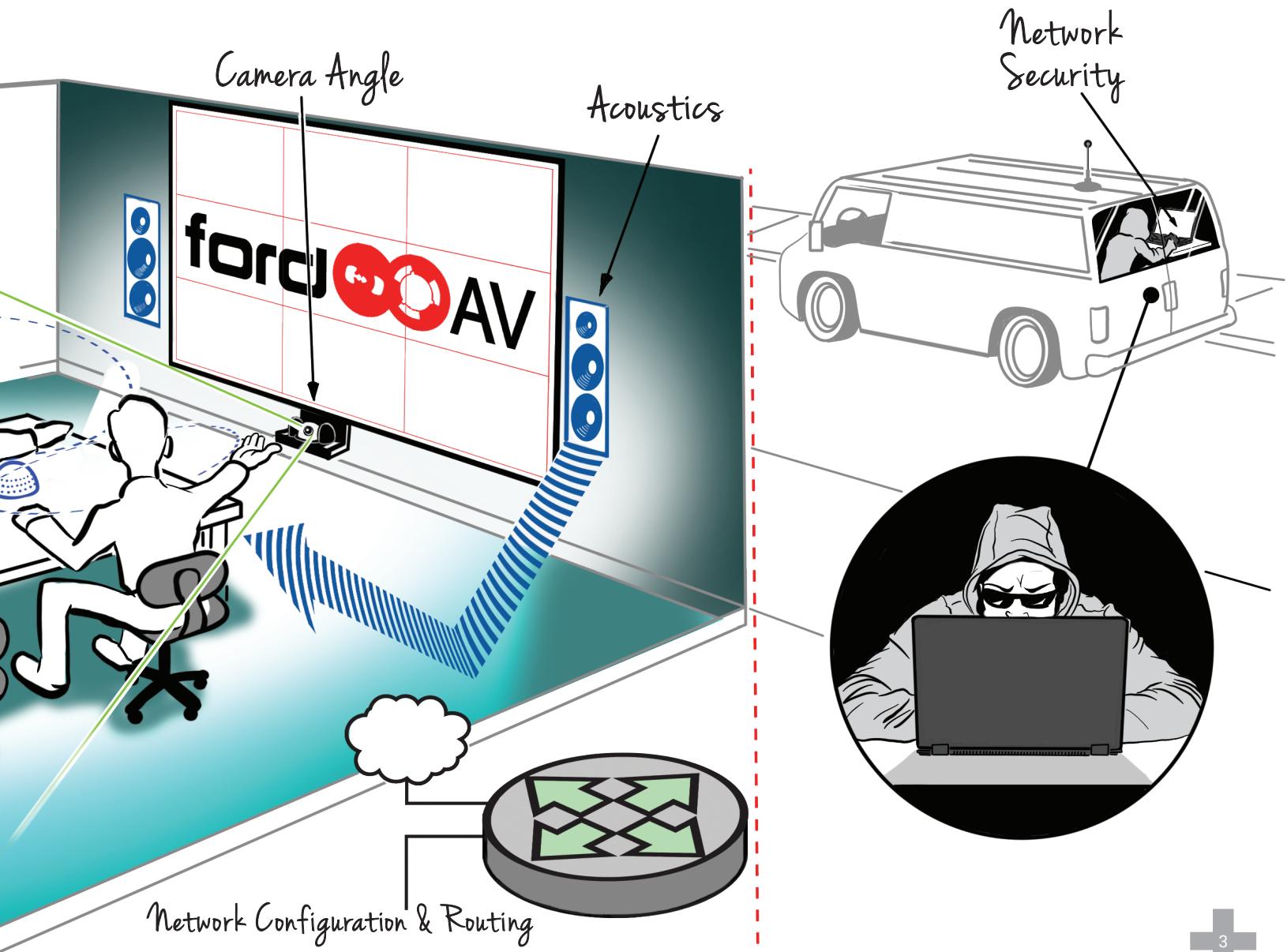
USER EXPERIENCE

...is as good as the weakest link

MODERN SYSTEMS are sophisticated and have a lot occurring “behind the scenes.”

When it's time for a stakeholder meeting or earnings call, your systems need to deliver consistently. The video has to look right and audio needs to sound good.

...and there are many links



TECHNOLOGY ASSURANCE PLANS

Customizable and scalable to meet the changing needs of your organization

FORD AV offers a wide spectrum of capabilities for your organization's unique needs and will tailor a suite of services to meet your expectations and AV requirements.

Options & flexibility...
...because one size does not fit all





Your communication and collaboration investment is safe with Ford AV

MORE OFTEN, technology is defining the enterprise and providing a competitive edge. From your brand image to the speed of innovation and decision making, the significant investment you have made needs to provide significant returns.

Reliable

Consistent

Looks Right

Sounds Great





MAXIMIZE YOUR INVESTMENT & CUSTOMIZE YOUR PLAN

Your custom technology assurance plan may include any of these service offerings



Adoption Services



Managed Services



Professional Services



Essential Services



Preferred Purchasing Options



ADOPTION SERVICES

You made a large investment in communication and collaboration systems to increase the productivity of people and increase your competitiveness through the speed of innovation and decision making. Maximize the benefits and return on your investment through Ford AV adoption services.

End User Technical Training

Ford AV employs instructional designers and trainers who can help your staff quickly ramp up productivity with your communication and collaboration systems. Different levels of training and education materials are available from quick-start guides to professional videos and instructor-led training.

First-Use Support

Whether your first big event is a grand opening or a town hall meeting, our First-Use Support Service places one or more Ford AV technical staff on site to assist with your event.

On-Site Startup Support

Once your project is complete, consider having dedicated Ford AV technical staff on site as your “helpdesk” providing rapid response support as your employees are settling into the use of your new systems.

Training Refresh

Times change and so do your employees. To make sure everyone in your organization stays current and efficient in operating your communication systems, Ford AV offers on-site, instructor-led training refresh sessions.

Train the Trainer

If your corporate training center already provides productivity training, Ford AV can train your trainers and help with materials, including SCORM compliant modules for your eLearning system.

User Interface (UI) Fine Tuning

A touch-screen control surface consists of graphics and logic which define the user experience. For minor graphical and layout changes after your new system is installed, UI Fine Tuning provides an extra measure of personalization.





MANAGED SERVICES

Technology is critical to your organization's internal and external communications, the time has come for a new paradigm of prediction and prevention. It is time for problem prevention. It is time for technology success through Ford AV's managed services.

Preventative Maintenance Agreements

Get the most from your Ford AV system warranty by choosing a Preventative Maintenance Agreement (PMA) and having our technicians review your system. While your system is still under warranty, issues are proactively identified and addressed.

System Health Checks

Whether or not your systems are under warranty or have been installed by Ford AV, take advantage of annual or semi-annual system health checks. You receive a full report of system functionality while predicting and preventing problems.

Extended Hardware and Workmanship Warranties

Modern communication and collaboration systems rely on sophisticated hardware integrated from different manufacturers for proper and consistent operation. Extended warranties provide overall system protection and peace of mind at a fixed, predictable cost.

Prepaid, Discounted Service Hours

Benefit from Ford AV service technicians on call at discounted rates. This is a great cost-saving option that helps you predict and manage your maintenance budget.

Critical On-site Spares

Ford AV engineers and technical staff will help you identify key system components for which on-site spares will make sense in mission critical applications. Spares may be kept at your site or the nearest Ford AV office.





Full-Time/Part-Time On-Site Operator Support

Bring Ford AV on board with full-time operator support technicians. Backed by the industry's premier engineering staff, you will have the full knowledge base of Ford AV on your team, at your site. From proactive room sweeps to event support, our on-site operator support technicians will help you maximize system availability and success for your end users.

Third-Party Bundling

For complete turnkey support, let Ford AV bundle your Cisco, Polycom or other third-party support agreements. We will manage the details and one call will do it all with complete support from Ford AV.

System Asset Management

With Ford AV's asset management system you can view and manage all of your communication and collaboration system data. Room types, equipment serial numbers, room/floor/building locations, IP and MAC addresses are among the data elements available through your secure, online portal.

Remote Monitoring and Diagnostics

Troubleshooting today's communication and collaboration systems can require in-depth technical skills, including knowledge of the most current hardware and software platforms. Remote Access Services from Ford AV can put our top-tier engineering experts on your toughest problems without travel delays or expenses.

Technology Migration Plans

The pace of changing technology is getting faster. Ford AV will review your current systems and provide management reports to keep your technology refreshed and avoid end-of-life and end-of-support situations. You set the goals and let Ford AV manage your ultimate future-proofing plan.

Service Level Agreements

Your priority is our priority. Ford AV will work with your technical staff and business priorities to fashion a service level agreement (SLA) that is right for your organization. We will work with you to establish priority levels and Ford AV response times based on your business needs.

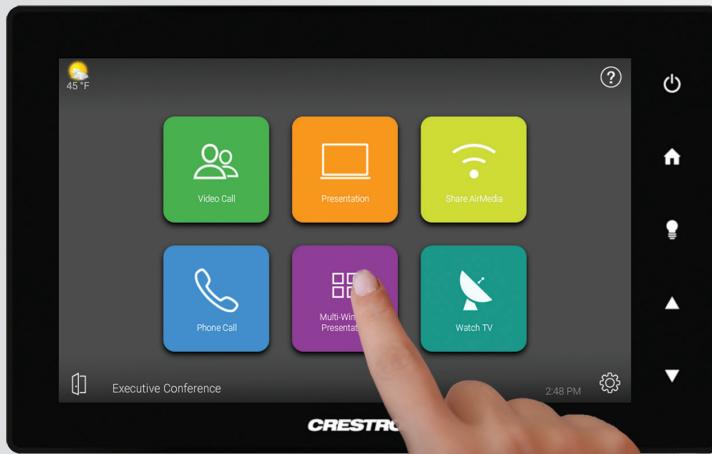


PROFESSIONAL SERVICES



On-Net Service

Traditional room-based presentation and content sharing systems have limited, if any, remote access to devices within the system. Ford AV's On-Net services will help assess your current system and propose necessary hardware and software upgrades to get your systems on the network and remotely supportable.



User Interface (UI) Standardization

The last several years have seen rapid deployments, expansions and lack of standards. Ford AV can assess your current situation and propose a UI Standardization project bringing your entire enterprise under one, standard user interface.



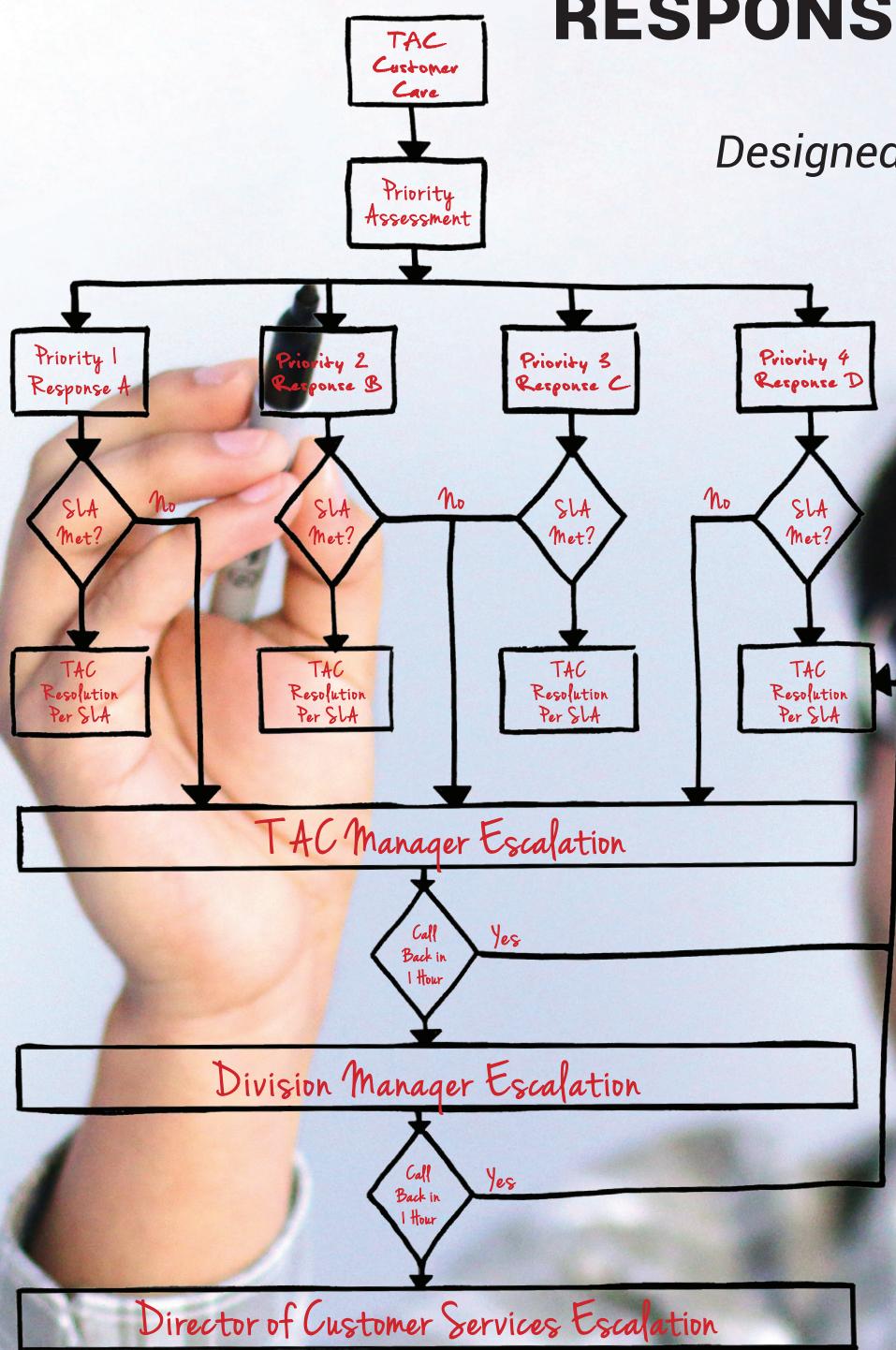
Design Services

Engage Ford AV's deep engineering resources to help you develop standard room-type designs that increase reliability and serviceability of your communication and collaboration systems. We can also help with system mockups and proof-of-concept testing.



SERVICE LEVEL & RESPONSE PLANNING

Designed for your business needs





ESSENTIAL SERVICES

Ford AV offers best-in-class service with every project we deliver. Count on 24/7/365 toll-free access to our Technical Assistance Center (TAC). With every completed Ford AV project, basic training and a comprehensive one-year labor and material warranty is included. You are always backed with outstanding commitment to quality, craftsmanship, and customer satisfaction.



PREFERRED PURCHASING OPTIONS

Simplify your technology acquisition process while assuring competitive pricing. From Master Service Agreements (MSA) to volume discounted pricing, Ford AV has the options you need to get the best quality and best products at the best price.



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